Shruthi.H.S

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Summary

BE Graduate in Instrumentation Technology with 9+ years of Experience in Sales Operations, PMO, SAP, Vendor Payments management, Purchase Order Processing, MIS, Sales Support, Order Management, Sales Coordination and CSAT.

Education

- BE in Instrumentation Technology-VTU Board-2005 passed out with 71.35%
- PUC-PU Board-2000 passed out with 85%
- SSLC-KSEEB Board-1998 passed out with 88.80%

Experience Summary

- Working as a PMO in Wipro Infotech from 3rd May 2017-till date
- Worked as an Operations Executive in Wipro Infotech from 11th Jun 2014-1st Oct 2016
- Worked as a Marketing Coordinator in Redington from 28th Dec 2012-12th Apr 2013
- Worked as an Operations Executive in Wipro Limited from 21st Jan 2008-30th Sep 2012

Skills

SAP, Purchase Order Processing, Vendor payment Management, MIS, PMO, Sales Support, Sales Operations, Sales Coordination, Order Management, CSAT

Professional Experience

1. **WIPRO INFOTECH:** 3rd May 2017-till date

Roles and Responsibilities:

- Processing of customer purchase orders within defined SLA.
- Sending Quotations to the customer based on the customer requirement and following up with the customer for Purchase order.
- Verification of Purchase orders provided by customers for Clean/Unclean parameters.
- Creating opportunities in Trace CRM as per the PO received from the customer. Creation of ITAC as per the purchase order and submitting for approval.
- Following up with Product Managers, ROCM, BFM and BH for price approval and payment terms approval in ITAC.
- Sale order creation in SAP post ITAC approval. Sharing the relevant documents with the operations team for order loading on vendors.
- Coordinating with the ops team for creation of Purchase requisition and following up with the procurement operations team to verify and release the PR in SAP and trigger PR in Ariba.
- Following up with BFM and CPO team for approval of PR in Ariba portal. Following up with CPO team to release the order to vendors.
- Following up with warehouse team for getting the material inwarded once the material is received from respective vendors and for GR closure.
- Following up for stock allocation to SO and following up for billing of SO to the customer.
- Coordinating with warehouse team and ensure timely deliveries of materials to Customers.
- Rigorous follow up with Sales team to clear unclean issues in PO within 3 days from the date of receiving PO.

- Flashing WSR (Weekly Status Report)/PER (Project Execution Report) tracker on weekly basis.
- End to End Owner of CSAT surveys conducted across India pertaining to ISIM with specified targets. Owner for logging Action plans/CVIs/RCAs as per the customer's responses post surveys for CSAT surveys.
- Owner & Lead for driving closure of all early warning alerts & Escalations pertaining to ISIM within the SLA across India.
- Focal Point of contact for any MIS Requirements (Utilization report, Billing Report, Project update Report, TMS Report) pertaining to ISIM workflow.
- Handling Vendor Payments nationally.
- Following up with the region for the required docs (Invoice, BFN-Bill forwarding note) for processing the Vendor Payment post GR creation.
- Following up with the Wividus team for VP# generation based on the soft copy of the docs.
- Following up for IV clearance. Following up with the Wividus for Payment release to the vendor.
- Sending the vendor payment updation on daily basis to all the vendors. Meeting the vendors on weekly basis and updating the status of all the payments.
- Interacting with vendors on daily basis if any issues in the invoice released for payment and getting the same resolved.
- To ensure smooth and faster execution of purchase order as per SLA.
- Taking the responsibility from PO to SO creation within the given SLA. Stretching out when the work load is more.

2. **WIPRO INFOTECH:** 11th Jun 2014-1st Oct 2016

Roles and Responsibilities:

- Flashing the Billing Report, Contribution report, Products Margin report and Products cost report on daily basis to region and Finance team.
- Flashing the Sales reversal, FSO, PSO, DCR, Booking and Inventory report to respective regions on daily basis and following up for closure.
- Handling Vendor Payments nationally.
- Following up with the region for the required docs (Invoice, BFN) for processing the Vendor Payment post GR creation.
- Following up with the Wividus team for VP# generation based on the soft copy of the docs.
- Following up for IV clearance.
- Following up with the Wividus for Payment release to the vendor.
- Following up with the region if any clarification required from concerned team for any VP# related to BFN.
- Sending the vendor payment updation on daily basis to all the vendors.
- Interacting with vendors on daily basis if any issues in the invoice released for payment and getting the same resolved.
- Following up for BOE, HAWB and Packing list from respective regions for payment processing and submitting the same to Finance team.
- Maintaining MIS tracker for all the payments on daily basis.
- Creating the Loan SOs in SAP for demo purpose to customers.
- Preparing the commit file at the beginning of every Qtr. and flashing to respective regions and getting the update on revenue commitment.
- Meeting the vendors on weekly basis and updating the status of all the payments.
- Focal Point of contact for any MIS Requirements.

3. **REDINGTON INDIA LTD:** 28th Dec 2012-12th Apr 2013

Roles and Responsibilities:

- Purchase order processing of Wipro.
- Sending Quotations to Wipro post discussing price and other terms and conditions with Business team and following up for purchase orders.
- Processing purchase orders for Peripherals, Microsoft, EMC products, IBM, Oracle and HP products. Interacting with respective business teams for JBA codes as per PO.
- Following up with Vendors like Epson, Samsung for SPC once the PO is received from Wipro for Epson and Samsung products.
- Creating SPC in JBA and getting the same approved from respective business team.
- Creating sale order in JBA post approval of SPC.
- Sharing the sale order# with business team and following up with Business team for order getting loaded on vendors (Epson, Samsung, Microsoft, IBM, Oracle, HP and EMC).
- Sharing the PO# placed by the business team on vendors and following up with vendors for expected delivery date of the material and updating the same to client on daily basis.
- Following up with Warehouse team for getting the material inwarded once the material is received from respective vendors and for getting the invoice triggered in JBA once the material is allocated.
- Sending daily report to Wipro updating the current status of all the POs.
- Sending the pending report to respective vendors on daily basis.
- To ensure smooth and faster execution of purchase orders as per SLA.
- Following up with Wipro to close the unclean issues pertaining to purchase order.

4. **WIPRO LIMITED:** 21st Jan 2008-30th Sep 2012

Roles & Responsibilities:

- Purchase Order processing nationally.
- Verification of Purchase orders given by customers for Clean/Unclean parameters.
- Create opportunity in Microsoft CRM as per the Purchase order or Quotation.
- Configuring Desktops, Laptops, Server's, Microsoft & Peripherals through ITAC application.
- Following up with Product Managers, ROCM for Price approval and payment terms approval in ITAC. Following up with BFM and BH for ITAC approval.
- Following up with respective ME (Marketing Executive) if any clarification required regarding price and other terms and conditions.
- Following up with the sales coordinators of the respective region for any issues pertaining to purchase order on daily basis.
- Creation of Sale Order in SAP post ITAC approval.
- Following up with the factory team for the dispatch of the materials to customer.
- Rigorous follow up for closing the unclean issues in the purchase order within 3 days of from the date of receiving the PO. Processing internal Wipro technology orders and issuing PI.
- Taking the responsibility from PO to SO creation within the given SLA. Stretching out when the work load is more. To ensure smooth and faster execution of purchase order as per SLA.
- Successful completion of ELCOT project.
- Single point of contact for any escalations regarding the configuration of desktops, laptops and servers. Creating opportunities in CRM as per the sales funnel provided by MEs from all the regions at the beginning of every quarter.