

LOCHAN SUBBA

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EXECUTIVE SUMMARY

An industrious, experienced and accomplished professional with over 10 years of proven expertise in Sales Support, Customer Support/Interaction, Operations, back office transactions, delivery management and excels in building/leading, managing & motivating teams in high-pressure environments.

KEY STRENGTHS

- Extensive experience of developing procedures, service standards for business excellence, committed to professionalism, highly organized.
- Comprehensive Back Office Ops experience.
- Key business deliverables:
 - Customer centricity:** Customer advisor, Service delivery and Customer support across levels of account management.
 - **People:** Utilization, Learning & Development, Hiring, Attrition & Succession planning, nurturing talent to achieve true potential.
 - Operational:** KPI Mgmt. Recruitment, Process Training and Coaching, Client Relationship Mgmt.
 - **Delivery Excellence:** CSAT, Compliance, Business Value Additions, Improvement & Innovation Projects
 - **Finance:** Revenues, Invoicing, GM % and CM
 - Execution:** Operational excellence in all parts of the business.
- Able to meet deadlines, achieve organizational metrics and goals and work independently in a team environment.
- Experienced in relationship management with the ability to successfully negotiate and influence at the highest levels of the organization.
- Proven ability to manage time, priorities and projects, and to persevere and deliver results under challenging circumstances.
- Proven experience working successfully within a large corporate environment.
- An effective communicator with excellent interpersonal, organizational and relationship management skills.
- Attention to details and maintaining Customer satisfaction level.
- Team player with strong analytical and leadership skill.

PROFESSIONAL EXPERIENCE

ORACLE INDIA PRIVATE LTD, Bangalore, India

Nov 2010- Present

Designation: Lead Analyst- Operations: May 2017- till date

Senior Operations Specialist: Nov 2014 - May 2017

Operations Specialist: Nov 2010 - Nov 2014

Roles and Responsibilities:

1) Global Operations and Compliance

- Ensure that all the teams are following the Oracle compliance policy.
- Prepare reports for the Direct Process Owners.
- Ensure that all the employees have taken the mandatory trainings that are supposed to be completed.

2) Order Management (Managing a team of 8 members)

- Managing Order Management and Revenue Recognition team for the US/CA Region.
- Process all internal and external orders in a timely manner.
- Review all incoming orders in compliance to company's revenue recognition requirements.
- Act as primary liaison between Sales and internal departments/stakeholders.
- Manage and resolve backlog issues including order holds, complete orders, and customer request dates etc.
- Getting the orders booking on time so they can realize the revenue that will be important during the Quarters and Month ends.
- Ensure that Team goals are met.
- Interview new candidates for any openings in the team and train the new joiners. Maintain Process documents for future references.
- Attending and scheduling meetings with the senior management and other teams to give and get regular updates on cases and process update and changes.
- Run regular daily, weekly, monthly and quarterly reports, verify with the archived data and share the same with higher management and other internal teams for forecasting.

3) Purchase Order Imaging

- Check all the orders processed with purchase order as payment, audit them and make sure that the orders details match the purchase order.
- To ensure Customer PO follows Oracle PO guidelines.

4) Credit Memo

- Ensure that credit request submitted is accurate and within company policies.
- Work with the management in getting necessary approvals in cases where we have to credit the money back to the customer.
- Act as primary liaison between collections and other internal departments.
- Work closely with finance and make sure the credit is completed.
- Do a research on the invoices, which were incorrectly sent to the customers and make sure that the invoices are corrected

- Run regular weekly, monthly and quarterly collections reports, verify with the archived data and share the same with higher management and other internal teams for forecasting.

5) Quality Check

- Audit all the orders that have been booked and invoiced
- Work with the team to verify orders and resolve any errors on the booked orders.

Achievements

- Won the Rock Star award in the year 2012, 2013, 2015, 2017 and 2018.
- Best performer and Appreciation from Senior management.

HSBC- HDPI, Bangalore, India

Aug 2007- Mar 2010

Designation: Customer Service Representative

BPO – BANKING Domain

Roles and Responsibilities:

- Member of the Core Team that handles escalated cases and provides support to other associates.
- Process correspondence for a leading bank in the US facilitating change of address, consolidation, disclosure of authority, credit limit enhancement/reduction, change of billing dates, account statements etc, for credit card customers of the bank.
- Worked in a customized software package, reading scanned letters sent by customers and taking action based on bank policies, changing PIN numbers, verifying fraudulent transactions and working closely with the fraud investigation department etc.
- Handled day to day Customer escalation and complaints.
- Conducted process and procedure related refreshers based on operational needs and quality trend reports.
- Coached, mentored and motivated the associates to attain higher levels of Customer Experience
- Worked as subject matter expert and helped my peers with their queries with regards to the process

EDUCATIONAL QUALIFICATIONS

- Bachelor of Arts from Loreto College, Darjeeling, North Bengal University.
- Pre-University Course from Govt. Senior Secondary School, Namchi, South Sikkim
- Secondary School Leaving Certificate from Govt. High Secondary School, Jorethang, South Sikkim