CHITRALEKHA S

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lekharanjith2930@gmail.com

Career Objective:

Is to pursue a highly challenging career, where I can advance my professional development while making a significant contribution to the financial success of the company.

Personal Skills:

Sincere and Meticulous
Positive minded and self motivating
Good communication skills
Hardworking and Result oriented

Professional Experience:

- 5years of work experience.

  - 1 year and 3months of experience as Process associate in IT Asset Management (Hewlett – Packard)
  - 3years and 4 months of experience in Supply chain management (WIPRO)
  - 5months of experience in Contracts Management (WIPRO)

Career Achievements

- **Kaizen :**
  - Initiated Quality check for the tasks performed by the whole team.
  - Prepared Customer Specifications and versioning of documentation
- Received the Performer Award for the month of August'07
- Received the Value Award for the month of May'07
- Received Appreciation letter for Quick process before Turn around Time from the Customer.
- Received Best Performance award during month of August, 08 and March, 09
- Received Best Mentor Award in Feb 2011

Skills
Operating tools:

- CRM Siebel
- Waccims Client Software
- Customer Care Portal
- Orion-Web based tool

Good knowledge in MS Office Tools (Excel, PowerPoint, Access, Word)

Working Experience:

1. 2008 – Present

Organization : Wipro Ltd.

Wipro is a leading provider of services focusing on the complex, voice and non-voice based segment of customer-care services. The integrated solution approach provides enhanced value to the customers through process standardization, process simplification and process optimization. Customer services are provided from outsourcing companies in North America, Central and Eastern Europe, India, China and Latin America.

Designation : Senior Officer

Duration : March 2008 to Sep 2011

Client : Freescale Semiconductors (Supply Chain Management)

Some of my main responsibilities as a Customer Supply Representative are as listed below: -

- Initial point of contact for customer orders and delivery updates
- Receiving the customer Queries via Customer Relationship Management Tool (production Server) processing the query, updating the customers, planners, marketers via activities and it depends upon issues.
- Enters and maintains customer orders.
- Initiates expedite requests according to Logistics and Manufacturing processes
- Weekly preparation of Backlog Report and send to customers and client
- Addresses and resolves order mismatches
- Responds effectively to customer calls, emails, Customer Care Portal requests
- Creation of Order Authority to ship the Non Minimum package quantities and Old Date Parts.
- Performs Service programs analysis.
  - ♦ Supplier Managed Inventory
  - ♦ Customer managed Inventory
  - ♦ Third party Logistics Consignment
  - ♦ Performs logical audits, Forecast Management System error resolution
  - ♦ Performs Inventory report
- Initiates and executes Customer Quality Incidents and Return Authorizations
- Provides Quotes for lead times, product availability, and purchase prices.
- Fulfills Standard Sample order requests.
- Maintains Customer On-Time Delivery Matrix
- Training new employees in the process

CONTRACTS MANAGEMENT (WIPRO)

Duration : Sep 2011 to Mar 2012

Client : **Best Buy Europe**

The purpose of this process is to verify the contract information thoroughly as per the countries policy, Data is verified in PIE back office and PIE front office.

 Reconciling contracts as per guidelines laid out by each market / network.
 Auditing the Contract received against the specific guidelines and taking appropriate action.

2. **2006 - 2008**

Organization : Global e Business Ops pvt Ltd., BPDO - Hewlett-Packard

HP, is an American multinational information technology corporation. HP specializes in developing and manufacturing computing, data storage, and networking hardware, designing software and delivering services. Major product lines include personal computing devices, enterprise servers, related storage devices, as well as a diverse range of printers and other imaging products.

Job Title : Process Associate
Duration : October 2006 to February 2008.

Job Description:

IT Asset Management is an integrated software solution that works with all departments that are involved in the procurement, deployment, management and expense reporting of IT assets.
IT assets requires a repository of multiple types of information about the asset, as well as integration with other systems such as supply chain, helpdesk, procurement and HR systems.

ITAM manages the life cycle of IT assets — from planning through acquisition, management and retirement. ITAM is concerned with all of the physical, financial and contractual aspects of IT assets throughout their life. .   .

Some of my main responsibilities as a Process associate are as listed below: -

Asset Discovery: Keeping track of Technology Assets, by understanding and knowing about the assets as to where they are, who owns them, and how they are used, configured, and maintained.

Inventory Management :

 Identify owned assets Compare owned with deployed (inventory)
 Constant interaction with customers regarding any change in system, process issues, concerns,

expectations etc.
- ⬜ Taking part of the responsibility to ensure that all operations within the process meet minimum norms and deliver Management expectations to meet the specified individual process targets.
- ⬜ Perform quality check on the completed requests.
- ⬜ Taking care of the process documentation and their versioning of documentation on a regular basis.

Academic Qualification:

QUALIFICATION	UNIVERSITY	YEAR OF PASSING	PERCENTAGE %
MBA (HR)	Pondicherry university – Distance education	2006-08	70%
BBA	Justice Basheer Ahmed Sayed College	2003-06	71%
12th	Vailankanni Matric HSC	2002-03	83%

Personal Details:

Date of Birth	**:**	29- 01-1985
Marital Status	**:**	Married
Nationality	**:**	Indian
Husband's Name	**:**	Ranjith, A
Languages Known	**:**	English, Marathi & Tamil
Permanent Address	**:**	No.82 B,Sri Krishna Nagar,2nd Street,Maduravoyal, Chennai – 600 095.