

PRADEEPH S

A multi-faceted professional with experience in providing **Business Support and administering Procurement**; targeting assignments in the **IT Industry** that provides ample opportunities to showcase the knowledge and skills acquired over the years.

PROFILE SUMMARY

- Goal-oriented professional with **nearly 12 years** of experience in the IT sector
- Experience in managing stakeholder relationships along with executing **orders** on a stand-alone basis
- Expertise in administering the entire gamut of purchasing concepts including the end-to-end procurement and SCM
- Ensured on time delivery and improved purchasing quality through setting up quality check procedures for suppliers and on-site personnel
- Cultivated strong business relationships with different suppliers that enabled the organization in receiving more projects from them
- Expertise in presenting a rationale for change in order to gain support from process champions and other stakeholders
- Facilitated with **Start Performer and Best Performance Award** from previous and current employers and received many SPOT recognitions
- Championed and embedded the on-going development of procurement systems and tools into end-to-end procurement process, including, sourcing and contract management
- Track record of effectively directing and leveraging procurement spend in assigned category areas by leading cross-functional teams
- Leveraging emerging technology vision to create strategies in technology products, services and processes
- Developing and executing the overall procurement strategy, including influencing and aligning with the key business partners across IT and other business units
- Developing and maintaining positive relationships with customer, stakeholder, peers, business partners and directed reports

EDUCATION & CREDENTIALS

2009: Bachelor of Science: Computer Science from Sree Saraswathi Thyagaraja College, Pollachi, TN

2006: High School Diploma from P.G Higher Secondary School-Pollachi, TN

2006: High School Diploma from S.R.I.M.B Higher Secondary School-Pollachi, TN

WORK EXPERIENCE

Jul'15-Present | Executive Business Support | Ingram Micro India Pvt. Ltd., Chennai

Responsibilities:

- Administering Microsoft Azure Cloud Process Billings
- Coordinating with Sales, Product, Operations Team across country to meet order fulfillment
- Conducting Order processing for CISCO and SaaS, HPE AMC, Microsoft, IBM Server and other major products like Lenovo , CISCO Support and HPE Aruba
- Tracking loaded orders and coordinating with Post buying team to get material in-warded in system and processing respective order billings
- Resolving queries and getting them cleared with partners and vendors as well as disputes of SaaS invoices from partner and sharing usage reports for valid subscription
- Preparing daily billing reports and inventory reports across multiple product lines as well as preparing margin calculation at the time of loading orders and sharing margin with Product Team
- Processing Term billings like monthly, quarterly, annual for CISCO Cloud Orders and HPE AMC orders
- Creating Process Notes and SOPs for administering products
- Raising vendor invoice dispute cases to get credit note for received invoices and getting it knocked off with respective Stocks



Chennai



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CORE COMPETENCIES

Business Operations

Procurement & Sourcing

Client Relationship Management

Vendor Management

ERP Systems

Conflict Resolution

International Shipping

Distribution & Logistics

Management

SOFT SKILLS

Change Agent

Collaborator

Communicator

Planner

Thinker

Innovator

- Sharing reports of upcoming renewal of subscriptions with Product and Sales Team to notify business and partners
- Maintaining regular interaction with vendor & respective sales team (Vendor management)

Highlights:

- Increased productivity by **15%-20%** year-on-year with **99.98% accuracy**.
- Conducted complete analysis of ROIC for achieved business & compensate margin in future business detailed reports on stock available, thus help in inventory management to reduce ageing stocks
- Attended Six Sigma Training
- Conceptualized and set team objectives, monitored progress and coached individual members to increase performance
- Prepared daily billing report and inventory reports
- Boosted customer experiences by delivering superior customer service, issue resolution and merchandising
- Generated reports detailing findings and recommendations
- Enhanced production of Order processing for multiple critical products by Multi-tasking to exceed goals
- Developed and managed the **global procurement strategy and solutions** including e-procurement approach, implementation and roll-out
- Accomplished significant and sustained savings and improved cash flow through longer payment terms and reduced supplier lead-times; brought additional savings by accelerating synergies following acquisitions
- Developed suppliers including contracts and contract management as well as the internal systems and procedures to operate more affectively and profitably

Sep'11-Jul'15 | Subject Matter Expert | HCL Technologies Pvt. Ltd., Chennai

Highlights:

- Administered shipment creation, tracking shipments and processing billing for delivered shipments across 4-5 stations in **US** like Seattle, Chicago, JFK, Miami and Boston
- Exceeded goals through effective task prioritization and great work ethic
- Created spreadsheets using Microsoft Excel for daily, weekly and monthly reporting
- Maintained excellent attendance record, by consistently arriving to work on time
- Worked under tight deadlines and fast-paced atmosphere with success

Mar'10-Sep'11 | Citi Phone Officer | IBM Global Business Process Service Pvt. Ltd., Citi, Chennai

Highlights:

- Provided customer Service on Credit Card and Mortgage Loan
- Managed over 60 to 70 customer calls per day and increased sales by 18%
- Participated in continuous improvement by generating suggestions, engaging in problem-solving activities to support teamwork

ACHIEVEMENTS

- Maintained **99.98% accuracy** in all transactions year-on-year
- Gained service level agreement by completing transactions with accuracy and efficiency.
- Raised many kaizen for process improvement
- Received appreciation for reducing major back log inventory in CISCO SAAS process
- Facilitated with Spot Award for streamlining the CISCO Cloud ordering and Billing process
- Administered a complicated project for over 6 months in CISCO SAAS purchase order regularization successfully
- Received year-on-year best performer award and consistently maintained outstanding performance rating in the cluster

CAREER TIMELINE

2015-
Present

Ingram Micro India Pvt. Ltd.

2011-
2015

HCL Technologies Pvt. Ltd.

2010-
2011

IBM Global Business Process Service Pvt. Ltd.

TECHNICAL SKILLS

- SAP
- ERP Systems
- Spreadsheets
- MS Office
- Email
- Enterprise Systems
- Word Processing & Desktop Publishing Tools
- Presentation Tools

PERSONAL DETAILS

Date of Birth: 15th May 1989

Languages Known: English, Tamil and Malayalam

Address: Chennai, Tamil Nadu, 600100