**Sowmya C S**

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**ORDER MANAGEMENT AND OPERATIONS WITH 13+ YRS. OF RELEVANT EXPERIENCE IN SAP**

Overall 17+ years of total experience, exploring opportunities in Banking / Manufacturing / Export Import Sector.

**Profile Summary :**

A customer-centric Professional offering over 13 years of rich experience in Customer Service, Order Management, People Management, cross-functional coordination, and Customer Life Cycle Management

• Possess a strong track record of performance in a high-paced organization with troubleshooting and consultative approach in products and services while delivering the best services within a very short turnaround time to the clients

• Honed abilities in identifying potential, deconstructing complex situations, and further conceiving and implementing streamlined solutions that have led to increased profitability

• Comprehensive background in leading all aspects of customer orders, managing consistently meeting On-Time Delivery (OTD) targets through prompt supply and invoicing, contributing to enhanced customer satisfaction

• Successfully managed Export Orders to Bangladesh and Sri Lanka, as well as Direct shipments from the manufacturing plant to end-customer locations

• Excellent communication & interpersonal skills with strong analytical, problem-solving, and organizational capabilities skilled in managing large teams, to work in sync with set parameters to achieve business goals

**Core Competencies:**

Operations Excellence ~ Client Servicing ~ Issue Resolution ~ Order Management ~ Supply Chain Operations

~ People Management ~ Document Handling ~ RFQ Process ~Customer Relationship Management

**Professional Experience:**

**May 2015 -Present: Pall India Pvt. Ltd. as Customer Service Associate**

Processing customer orders with precision and efficiency, ensuring accuracy throughout the order management cycle

• Managing RFQ process within the CRM platform, maintaining meticulous records, and facilitating smooth transactions

• Oversseing Drop shipments, LC, and Export Orders, collaborating with various departments including Sales, Supply Chain, Finance, and Global Production to ensure seamless execution

• Coordinating ASN creation in customer portals like Reliance, fostering strong relationships and efficient communication channels

• Conducting a daily review of open backlog reports to enhance delivery performance, while estimating monthly shipments revenue to meet targets

• Conducting training sessions to educate team members on products, services, and customer interaction techniques

• Ensuring consistent and accurate communication of information to maintain a high level of backend process operation

• Managing customer master data creation and database maintenance, ensuring data accuracy and integrity

• Performing credit and debit note processes to resolve AR issues promptly, maintaining financial transparency and accountability

• Recommending enhancements to customer service scripts, guidelines, and response templates

• Providing constructive feedback to team members to enhance their performance and customer service skills

• Providing timely and effective resolution to customer inquiries, demonstrating active listening skills and empathy

• Escalating unresolved customer issues to the appropriate department or manager, ensuring swift resolution and customer satisfaction

• Identifying the areas of improvement to take up to the next level challenges by identifying the weak areas and improving them by regularly monitoring the weak points

• Monitoring inventory levels of high-demand items to optimize availability and meet customer demands effectively.

• Employing best practices to manage the company's KPI targets by reducing daily open calls, ensuring good happy call scores of assigned service centers

• Staying up-to-date with industry trends, best practices, and regulations related to customer service and serving as the goto resource for team members seeking guidance on complex or specialized customer-related issues

• Acting as a liaison between customer service and other teams to communicate customer feedback, insights, and improvement suggestions

• Liaising with senior management or executive teams when addressing high-profile or critical customer concerns

**Career Contour**

* Awarded as the Best Performing Employee at Pall India
* Received President Award in Pall India Pvt Ltd – Yr 2016

Customer Support Lead

**HSBC Investdirect, Bangalore May 2005 – April - 2011**

* Provide customer support for entitlement and verifying and processing the Trading forms as well as DP forms to HO
* Perform research on customer inquiries and to obtain missing data elements needed for processing
* Participate in meetings, huddle calls, etc as required
* Coordinating with Clients counterparts/managers/customers for process related issues/information Verify invoice information accuracy
* Efficient handling of customer's inquiries on our products and service entitlement
* Efficient participation in huddle calls and conference calls with client and customer
* Assigned the tasks of handling customer complaint and implementing corrective action.
* Responsible for building sales infrastructure and servicing.
* Managing the dealers and stockiest.
* Ensured Prompt execution of orders booked from each customer.

**Activities\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

During my tenure in HSBC Invest Direct ,I have completed below mentioned learning modules training

* [Account Opening Workshop -HSBCINV](http://hsbcbusinessschool.global.hsbc/OneLearning/app/management/LMS_ActDetails.aspx?UserMode=0&CallerURL=/OneLearning/app/management/LMS_LearnerReports.aspx%3FUserMode%3D0&ActivityId=11985)
* [Compliance and Reputational Risk](http://hsbcbusinessschool.global.hsbc/OneLearning/app/management/LMS_ActDetails.aspx?UserMode=0&CallerURL=/OneLearning/app/management/LMS_LearnerReports.aspx%3FUserMode%3D0&ActivityId=16884)
* [Effective Time Management](http://hsbcbusinessschool.global.hsbc/OneLearning/app/management/LMS_ActDetails.aspx?UserMode=0&CallerURL=/OneLearning/app/management/LMS_LearnerReports.aspx%3FUserMode%3D0&ActivityId=18410)
* [e-Fraud Prevention - Details of Phishing/Fake e-Banking Websites](http://hsbcbusinessschool.global.hsbc/OneLearning/app/management/LMS_ActDetails.aspx?UserMode=0&CallerURL=/OneLearning/app/management/LMS_LearnerReports.aspx%3FUserMode%3D0&ActivityId=16789)
* [Group Anti Money Laundering - Too Hot to Handle](http://hsbcbusinessschool.global.hsbc/OneLearning/app/management/LMS_ActDetails.aspx?UserMode=0&CallerURL=/OneLearning/app/management/LMS_LearnerReports.aspx%3FUserMode%3D0&ActivityId=16827)
* [HSBC Business Continuity Awareness Training Programme](http://hsbcbusinessschool.global.hsbc/OneLearning/app/management/LMS_ActDetails.aspx?UserMode=0&CallerURL=/OneLearning/app/management/LMS_LearnerReports.aspx%3FUserMode%3D0&ActivityId=16855)
* [HSBC Information Security Risk And Privacy/Data Protection Awareness](http://hsbcbusinessschool.global.hsbc/OneLearning/app/management/LMS_ActDetails.aspx?UserMode=0&CallerURL=/OneLearning/app/management/LMS_LearnerReports.aspx%3FUserMode%3D0&ActivityId=16917)
* [Introducing Performance Management](http://hsbcbusinessschool.global.hsbc/OneLearning/app/management/LMS_ActDetails.aspx?UserMode=0&CallerURL=/OneLearning/app/management/LMS_LearnerReports.aspx%3FUserMode%3D0&ActivityId=16954)
* [Objective Setting: An Employee's Guide](http://hsbcbusinessschool.global.hsbc/OneLearning/app/management/LMS_ActDetails.aspx?UserMode=0&CallerURL=/OneLearning/app/management/LMS_LearnerReports.aspx%3FUserMode%3D0&ActivityId=16951)
* [Operational Risk Awareness](http://hsbcbusinessschool.global.hsbc/OneLearning/app/management/LMS_ActDetails.aspx?UserMode=0&CallerURL=/OneLearning/app/management/LMS_LearnerReports.aspx%3FUserMode%3D0&ActivityId=16936)

**Academics**

* MBA, National Institute of Management , 73%
* B,Com , Mysore University , 60%
* HSC, Higher Secondary Education, 70%
* SSLC, Higher Secondary Education, 63%

**Personal Profile**

DOB 30/06/1981

Languages: Kannada, English, Hindi.

Married

Location Preference: Bangalore