

With 3+ years of experience in procurement, technology service, I am a versatile professional with a passion for technology. I am skilled in using Excel, SQL and Python for data analysis and reporting. I bring a solid foundation in programming and a commitment to innovative solutions.

Summary of Qualifications:

- Proficient in diagnosing and resolving technical issues related to software product.
- Strong knowledge of Software development lifecycle – Agile/Waterfall, relational databases, Python, FTP/sFTP, Linux basics, Concept of OOPS, API / EDI integration, **Punchout** Catalogs etc.
- Excellent communication skills, both verbal and written, to effectively interact with users and stakeholders.
- Proficient in conducting root cause analysis to identify underlying issues and implement permanent solutions to prevent recurrence.
- Proven track record of maintaining high customer satisfaction ratings through clear communication, empathy, and effective problem-solving.

Work Experience:

1) Analyst – Technology Services | GEP Solutions Pvt. Ltd.

July 22 – Present

Roles and responsibility:

- Co-ordinate the process of **EDI X12/cXML/JSON** integration with vendor/buyer ERP system.
- Create, update, and integrate cXML/OCI Punch-out catalogs / L2 and Hosted catalogs in GEP E Procurement software.
- Analyze and design technological solutions to satisfy business requirements by serving as a POC for devoted clients and providing technical assistance by phone, email, and WebEx to clients all over the world for the GEP eProcurement platform.
- Provide support and query resolution to client through **Salesforce, Freshdesk, ServiceNow** ticketing platform.
- Communicate procedural and technical issues to internal/external, customers/stakeholders
- Perform Smoke and Sanity tests after production release.
- Monitor and resolve failures of inbound/outbound electronic documents. (EDI/xml/json)
- Provide Pre and Post Go-live technical support to customer.
- Develop and validate the custom **SQL** queries to generate reports and maintain database.
- Prepare **dashboard** to highlight achievement and trends on given dataset
- **Develop Python based tool** to automate daily/weekly tasks.

Award and achievements: -

- Led the development and implementation of a python program that automates pricebook validation, resulting in a **90% reduction in task completion time**, from 300 minutes to just 30 minutes.
- Developed Python program to automate email sending based on raw reports, **reducing the need for manual intervention by 70%.**
- Developed Python module to **parse EDI x12 810** file and reprocess failed inbound + Upload to FTP automatically. This results in reduction of manual touch and improved resource utilization.
- Analyzed invoice data and recommended the implementation of E-Invoicing over OCR, resulting in a significant reduction in manual workload and streamlined invoice management processes.
- Utilized time series analysis techniques to forecast demand for critical inventory items, resulting in a 15% reduction in stockouts and a 20% decrease in excess inventory.

- **Kudos** – Awarded in recognition of focused on the customer delight - Mar 23
- **Achiever** – Awarded for exemplary contributions to GEP.
- **Innovator** –Recognized for developing a process automation solution.

2) Sr. Analyst – Direct Procurement | Flextronics Technologies Pvt. Ltd.

Apr 21 - Jun 22

Roles and responsibility:

- Prepare and execute purchase **orders** and releases.
- Manage transactional interaction with suppliers.
- **Forecast** the identify sales/purchase opportunity based on **market trends**.
- Shortage/excess escalation **management**, co-ordinate and follow through on urgent receive, past dues management and receiving challenge resolution.
- Led weekly global suppliers calls to address material shortage/excess issues.
- Prepare **Monthly Spend Analysis** for Requisition, Order, and Invoices by pulling out reports from BaaN.
- Perform **root cause analysis** to expedite the resolution of service issues.

Award and achievements:

- Engineered and implemented a streamlined process (SGA) using Excel macro, which eliminated manual tasks for a team of 25, enhancing efficiency and workflow at scale.
- **Pat on the Back Award** - Appreciation for being Creative, Customer Focused, Innovative and Effectively Managing KPIs - Jan 22

Technical Skill	Worked on	Links
Primary language : Python	REST, SOAP APIs , Websockets	Github
Frontend: Basics of HTML , CSS3, JavaScript	Libraries : Pandas,NumPy, Openpyxl, Custom Tkinter, BeautifulSoup, Selenium, Xlwt, ftplib, xml, requests etc.	Hackerrank
Database: MySQL , MongoDB	Softwares : Filezilla, MS-Azure storage explorer , Postman, SoapUI	LinkedIn
Proficient in Microsoft Excel	Visualization tool : PowerBI	
Framework : Django, REST Framework (DRF), Bootstrap		
Ticketing tool / software : JIRA, Salesforce, Freshdesk, ServiceNow		
IDE : Visual Studio Code		

Internships:

Global computers, Pune	Gained knowledge regarding computers assembly and hardware; Installing, Configuring windows operating systems, MS desktop applications.	20 Dec 19 – 25 Jan 20
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Academic Qualification:

Bachelor of engineering Mechanical | 72.20 % | University of Mumbai | 2020 |