**CURRICULUM VITAE**

**Mailto:**

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**OBJECTIVE**

To seek challenging positions, enhance my skills and grasp opportunities to build a successful career which can maximize my potential and knowledge

**PROFESSIONAL EXPERIENCE**

**Company**- **Epsilon, Tata Consultancy Services Ltd** and **Cap Gemini Business Services India Ltd**

**Designation**- Senior Business System Analyst

**Experience**- 7.5 Years

**JOB PROFILE**

**Epsilon, Bangalore**

**Senior Business System Analyst from December 2017 – Till date**

**Key Deliverables**

* Managing the traffic of campaigns that are submitted via the activation or exceptions brief on a daily basis.
* Liaising with production team, client, and other agencies/vendors.
* Post event response tracking and sending data analytics to sales team for building leads and opportunities.
* Weekly Calls with agency and clients.
* Updating the TeamUp calendar – Change in deployment dates, new confirmed deployments, deployments notifications.
* Creating/Updating TeamWork.
* Keeping a track of planned campaign based on the Email Planner.
* Applying balanced diet program for campaigns.
* Verifying the sales force name and other related information for the mailing.

**Tata Consultancy Services, Bangalore**

**Process Lead from June 2014 – December 2017**

**Key Deliverables**

* E-Distribution: Creation of Emails, Forms, Landing pages in Eloqua Application and sending across to the target group.
* Post event response tracking and sending data analytics to sales team for building leads and opportunities.
* Creating Marketing plans, Campaigns, Campaign Elements, and Target group in CRM tool.
* Successful delivering and maintaining a high level of data quality to customers.
* Interact with stakeholders for the process updates.
* Expertise with analytical reporting using Advanced Excel features like Pivot tables and charts with advance excel functions.
* Manage data enrichment and data cleansing projects.
* Create and Maintain accounts and contacts.
* Add or change business information to the existing accounts/contacts.
* Import business partners data into SAP system using external list management.
* Conduct exhaustive research across Google, Company websites, LinkedIn and proprietary databases such as D&B, BoarDex for the validation of business partners.
* Conducted training programs and mentored new team-members on the process.
* Conducting meeting to provide process updates.
* Attending weekly review calls with the client.

**Senior Associate - Accounts payable from July 2013 to May 2014**

**Roles and Responsibilities**

* Processing of Unreferenced PO Invoices on a daily basis.
* Reconciliation of Invoice and PO with Regard to quantity, price and Articles to make accurate payment to vendors.
* Issuing Credit memo’s for the invoices which has price over bills.
* Working on articles not listed, pricing issues and other exceptional cases.
* Creating purchase orders for the invoices to assist the associates to process invoices on a timely basis.
* Identifying the reason for the hold invoices and following up on the same with the respective teams to ensure timely closure.
* Handling e-mail queries.

**Work Profile in Capgemini Business Services Ltd - Accounts payable**

**Tenure – Aug 2010 to June 2013.**

**Roles and Responsibilities**

* Managed accurate and timely processing of invoices and ensuring SLA (Service Level Agreement) is attained.
* Timely processing of all PO and Non PO invoices and creation of Purchase order.
* Pre-processing and Processing of all Travel Expenses and other employee claims.
* Handling of all internal payments of the company.
* Attending to client queries and ensured the same is closed with appropriate details
* Allocation of work to the team and working on the day to day SLA
* Processed media related, import related invoices
* Contributed 50%(2500 invoices/month) productivity of the net volume invoices (5000 invoices/month)
* Conducted training programs and mentored new team-members on the process
* Have worked on the transaction audit errors identified on the process and worked on the improvement of the errors.

**HONORS AND ACCOLADES**

* Won Hall of Fame award for effective performance and nil errors
* Client appreciations for effective handling of FOREX and Media payments
* Received Best Performance award.

**INITIATIVES**

* Ability to quickly adapt to changing environment and flexibility
* Training the new team members on process
* Taken initiative in preparing daily reports for the team.
* Helping in Process Development in generating New Ideas and to minimize the work.

**EDUCATION QUALIFICATION**

* **Post Graduate Degree : M.B.A (Post Graduate Diploma in Business Administration) – 64%**

Specialization: Finance

University: Symbiosis Center for Distance Learning

* **Graduate Degree: B.com (Bachelor of Commerce) – 72%**

Specialization: Finance

College: Vijaya College

**TECHNICAL SKILL**

Operating System: MS-Office (Word, Excel, Power point)

ERP Packages: SAP (R3), CAF, CPM, Omniflow, Mfg-pro (interface entry package)

Databases: Eloqua, SFDC, Micro Strategy.

**STRENGTH**

* Good Communication skills.
* Self-motivated and ability to work in a team with tolerance and goodwill
* Hard Working with positive attitude and ability to prove best on challenges
* Ability to plan, organize, prioritize work to meet client deadlines.

**PERSONAL DETAILS**

FATHER’SNAME : RADHAKRISHNAN K

DATE OF BIRTH : 29-01-1990

SEX : Female

MARTIAL STATUS : Married

NATIONALITY : Indian

LANGUAGES KNOWN : English, Hindi, Kannada, Tamil and Malayalam

**DECLARATION**

I hereby declare that all the above-mentioned details are true to the best of my knowledge and if anything provided incorrect I shall abide to the company’s rules and regulations.

Date :

Place : Bengaluru (SHALINI .R)