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| ramya BS | | |
|  | #32, 3rd A cross Maruthi Layout Dasarahalli Village Hebbal Post | Bangalore 560024 | +919986508568 | ramyagem17@gmail.com | |
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| Objective | | |
| Looking forward to work in a premier organization which gives me ample opportunities to apply my skills, to grow and contribute in the most effective manner by being a key and an effective team player. | | |
| Skills Profile | | |
| * Strong record of delivering superior performances consistently throughout the career span. Capable of building cohesive and committed teams and driving their efforts to maximize overall productivity. * Team Player with unsurpassed analytical skills, energy-driven motivator & optimistic individual with immense zeal and enthusiasm to accept and meet challenges in the competitive environment. * Innate ability to handle multiple functions and activities in high pressure environments with tight deadlines. * Experience in handling Strategic Management, Operations Management, and MIS Reports, Process Development & Backend Operations activities in the cost-efficient manner with the unwavering quality standards. * Focused and hardworking, self-motivated and team oriented; willing to go the extra mile, effective team player with excellent communication and inter-personal skills. | | |
| Employment History | | |
| Senior Data Analyst, Zyme Solutions Pvt Ltd | | 2/1/2006 — Till Date |
| Bangalore  Cleansing and analyzing data which is related to supply channels, so that the company can use that clean data to provide proper solution to its clients, wherein the data will be helpful for clients’ downstream activities like payments, etc. Worked on automation of various activities involved in channel data processing. Automated solutions are aimed at easing analyst’s job, reducing manual errors and enabling faster delivery. Very much successful in performing my role in Zyme Solutions.  Responsibilities:   * Coaching, mentoring and training peers to help improve their efficiency, knowledge & performance to maintain quality work standards. * Ensuring flawless delivery, driving internal automation and process optimization. * Leading the operations reviews, understanding client issues, future expansion plans and meeting with cross functional groups within the client team. * Identifying and expanding current services and identifying additional service opportunities for existing clients. * Design, develop and implement jobs and transformation based on the requirements using Pentaho ETL Tool. * Train the team to use the new updates in the existing product and new product launched. * Responsible for preparing the implementation document for the projects. * Responsible for updating Partner data in Salesforce.com using the Apex Data Loader. * Interaction with the internal teams such as Product Management, Solutions Delivery and Engineering groups to take the identified opportunity to the delivery stage. * Interacted with different client groups at different levels to ensure that daily delivery exceeds client expectations. * Ensure completion of day to day Adhoc requests by the clients with 100% accuracy. * Resolving queries related to identification of partners and resellers on POS transactions for internal and external customers. * Contribution towards modification of thresholds regarding match rates through analyzing the historical and revised match rates. * Testing and monitoring the behavior of algorithm in univariate and multivariate attribute matching and suggesting the changes in algorithm to get the desired outputs. * Driving team building spirit within the team through various means – team building activities, training sessions, informal sessions, etc. | | |
| Order Management Specialist, Infosys BPO Ltd | | 8/1/2006 — 12/1/2009 |
| Bangalore   * Getting quotation from suppliers and also getting approval from End users for procuring. * Co-ordinate with Clients, Suppliers and the other teams in IOC in order to successfully load the order onto the application. * Responsible to set up vendors and train them to use the application to raise invoices. * Responsible to co-ordinate with vendor maintenance team and vendor management team for new vendors. * Creating blanket and contingent staffing orders, responsible to monitor the unfulfilled orders and coordinating with vendors in getting quotes, delivery dates. * Following up with Supplier and Client Sourcing Manager for getting orders approval in P2P system using Mail Marge and Macro. * Responsible for preparing production reports, Consolidation of time utilization sheet for the entire team and sending it to the manager. * Understanding of ordering constraints and commercial terms highlights in the Initial view of order structure. * Prepare NPS (Net Promoter Score) records & SLA for the process, RCA, Quality, Daily, Weekly, Monthly reports. | | |
| EDUCATION | |  |
| **2011** Masters of Business Administration, Sikkim Manipal University  **2006** Bachelor of Science, Bangalore University | | |
| REWARDS AND RECOGNITIONS | |  |
| 2008 Individual Extra Miler Award for achieving highest productivity with 100% quality, Infosys BPO Ltd  2009 Team Extra Miler Award, Infosys BPO Ltd  2014 Team Extra Miler Award, Zyme Solutions Pvt. Ltd. | | |
| SOFTWARE SKILLS  Advanced Excel, VBA (Macros), MySQL , Pentaho ETL Tool | | |
| PERSONAL INFORMATION | | |
| Date of Birth 22 June 1985Pan Card Number AMAPR0691NPassport Number G2998758 | | |