**Curriculum Vitae**

**AmritaManjari Pradhan**

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 Bangalore, India

**Objective:**

A core Business Operations Professional with 9+ years of experience looking associate myself with an organization that provides an opportunity to use my experience and improve my skills in a competitive and creative atmosphere and look towards a performance-based growth.

**Core Competences:**

* Business user support
* Database skills on SQL
* Incident & QA Management
* Project management
* Partner/Customer management
* Reporting and Analysis
* Global Process ownership
* Pricing Analysis
* SLA Management
* Active Communication
* Service now ticketing

**Key technical skills:**

SQL, MS Windows (all versions), MS PowerPoint

MS Excel, MS Word.

 **Organization Experience:**

**Hewlett Packard Inc.** – (From 12th Dec 2011 – 9th Oct 2020)

**Roles in HP:**

* Capability Analyst (2017 to 2020)
* Senior Support Analyst (2014 to 2017)
* Support Analyst (2011 to 2014)

**Department:** Lead to Order Infrastructure Services (Sales Operations)

Part of Global User Support team which supports user queries related to **Lead to order (CPQ) & Order to Cash** tools where it includes User access, product and prices availability, issues related to Orders, Data reporting and Partner Onboarding (SMART EDI).

As a **WW** **pComm Capability Analyst & CPQ Support SME** my responsibilities Includes

* Managing escalations related to pComm tool (Issues related to OPG flow, TBA, IBP, Pricing & End user).
* Assist Global Programs team to **create Global / Regional accounts in pComm** tool.
* Make sure the Global accounts were gone through GBF WIN review and enable global pricing flag in Eclipse for the created accounts.
* Provide access to the End users for the PComm created Global Customers.
* Manage Indicative buy price table in pComm for WW Business models and duly update the same by collaborating with region leads.
* Support UAT & MTP’s related to pComm tool enhancements deployments.
* As a support **SME for CPQ tools (like Eclipse, pComm, DART, BOE, Gpsy)** manages user queries, Process Trainings, documentation & Escalations.
* Works as first point of contact to the region leads in case of process changes, priority issues, release related testing.
* **Analyze tickets data** to bring up patterns for needed improvements.
* Provides summary status of all projects and metrics to the management.

**As a SMART EDI Deployment lead** my responsibilities includes

**Deploys** **Smart EDI** (an order management tool) to Small and medium business **Partners**.

Provides **E2E post deployment support** with regards to **tool errors**, **OPG flow’s, price catalogue feeds**, **orders, Invoices, sell out reports etc.**

Work on the assigned projects related to Smart EDI and communicates tool releases & changes.

Ensure proper follow up with partner for the reported issues and make sure it doesn’t affect order flows.

Setup deployed partner data in HP systems to ensure the IN/OUT flow is good.

**Collaborate with IT and the Business units** to ensure proper follow-up on issues and fixes.

**Key Accomplishments:**

* Presented process accomplishments to VP & Directors in multiple instances during their hub visits.
* Certified in **Pricing Domain (IIMM & HP Initiative)**.
* Rewarded in different categories like **“Most Impactful”, “Innovation” etc.**
* Been part of **Project Simplify AMS (Hypercare support for Pricing).**

**Major Projects:**

* As **Smart EDI migration lead** supported to migrate 203 partners to S4 (Project Simplify) **(FY’20 -21)**
* Completed **AQR enablement project** for APJ Partners to enable real time notifications on Big deals.
* Project AMS Hypercare (Subset of project simplify) – **Shift Lead for LTO support (FY’18)**
* Authorization profiles standardization in Eclipse – **Lean Six Sigma Yellow Belt (FY’17)**
* TAT Improvement for Pricing Support team **(FY’16)**
* Been part of 3 TSA exit projects (**PComm, Gpsy & Pricing Analytics**) **(FY’15-17).**

**Previous Employer:**

**Aditya Birla as** **Sales Coordinator, Bangalore**

Designation : Sales Coordinator

Duration : Aug’2010 to Sept’2011

**Key Responsibilities**

* Managing real-time issue, monitoring application as well as web-based performance
* Established strong client relation through E-Mails and calls when required
* Assessed reports on daily, weekly and monthly volumes.

**Educational Qualifications:**

**• MBA from ICBM – School of Business Excellence, Hyderabad in 2010**

**• Graduated from Fakir Mohan (Autonomous) College, Balasore, Odisha in 2007**

**Personal Details:**

Gender : Female

Father’s name : Baikuntha Nath Pradhan

Date of birth : 15th Feb 1987

Marital status : Married

Nationality : Indian

Present Address : 391/2555,AIIMS academy road, Bhubaneswar, ODISHA 751019

Languages known : English, Hindi & Odia.

**Declaration**

I hereby declared that the above-mentioned details are correct to the best of my knowledge and seeks

positive response from your organization for my bright career.

Yours Sincerely

Amrita Manjari Pradhan