**Pavana**

6 year experience in Order Management, Customer Service, administration and technical assistant (Procurement)

Email: pavana.177198@2freemail.com

**Dubai, U. A. E.**

**QUALIFICATION:**

**Bachelor of Commerce (B.Com)**

*(Karnataka University, INDIA)*

**COMPUTER SKILL:**

* Working knowledge in MS Office (Excel, Word and Power Point).

 Systems/ Applications (ERP)

* CLICK (ORACLE),KETERA, PROS (SAP) - Order Management (Oil and Gas)
* ODEYSSEY & SMARTSTREAM - Accounts Receivable( National car rental)

**AWARDS & RECOGNITION**

* Won ‘RAMP’ Award for attaining 100% Quality
* Won ‘Best SME’ award
* Received several appreciations from Clients, Management, Team Leader and Operations Manager for best performance.
* Won extra miler award from onsite client
* Have won a ‘RAMP’ award for consistent performance

**EXPERIENCE:**

**Organization : Etihad Rail, Abu Dhabi, UAE.**

**Designation : Technical Assistant – Procurement**

* Develop, organize, and oversee the maintenance of central filing systems
* Respond to enquiries to the Procurement Department and passes them to appropriate persons
* Coordinates meeting, conferences, travel and conference arrangements.
* Update approval list of preferred vendors to whom RFPs/RFQs will be sent
* Interact with Procurement staff in the coordination and follow-up of assignments.
* Procures purchases for the Procurement Department as applicable and required.
* Analyze facts and circumstances involved in making recommendations for solving administrative problems within the limits of standard or acceptable management and administrative practices.
* Conduct research into matters of general or specific concerns, which affect the management and administration of Procurement Department.
* Compile data for reports, store and retrieve management data for the preparation of special and recurring reports as needed.
* Receive and process incoming mail and correspondence, and determine the proper assignment, distribution, date and follow-up action required.
* Maintains the confidentially and integrity of critical documents and information relative personnel and the overall functions of Procurement Department.
* Responsible to set up vendors on to the systems.
* Assures compliance with directives, special instructions, procedures and deadlines.
* Maintains the schedule and leave records of the Executive Director and Procurement Officers.

**Organization : VMware software India PVT LTD**

**Designation : Analyst- Corporate Operations, Order Management**

**Duration : July 2011–April 2012**

* Processing license, education, consulting and renewal orders, generating quotes and data remediation efforts.
* To work as a part of the Corporate Operations team to ensure timely and accurate processing of transactions as per the defined process guidelines
* Adhere to all compliance guidelines and supports internal and external audits
* To work closely with the cross functional team and other business partners who are involved in putting together the deals for the sales team/customer
* Provide suggestions and ideas that enhance processes, partner experience, and simplicity of operation
* To work on stringent deadlines and extended hours during quarter end
* Responsible for purchase order reconciliation to customer quote/order, contract terms, and non-standard approvals
* To interact with upstream and downstream processes and the IT team to resolve order/customer related issues
* To conduct audit for work done by peers
* Responsible for developing, preparing and interpreting statistical and analytical reporting
* Proactively assisting with process re-engineering to eliminate non value add activities
* Deliver on ad-hoc assignments as business requires
* Provide suggestions and ideas that enhance processes, partner experience, and simplicity of operation
* Reviewing/Validating the installed base records and service contracts of the customer
* Quote out the installed base contracts for the customer as per quoting and renewal policies
* Setting up the ELA IB contracts in Oracle, to match the ELA order booked

**Organization : Infosys BPO Ltd**

**Designation : Senior Process Executive – Operations**

**Duration : September 2005 – November 2010**

**Process A:** Accounts Receivable (Overseas Billing – Car Rental)

Duration: From 5th Sep 2005 till 1st Feb 2008

Job Profile:

* Work Allocation.
* Preparation and presentation of Daily Dashboard.
* Handling team in the absence of Supervisor.
* Updating Huddle tracker and Pre – Shift Briefing
* Status Reporting to Client on daily basis.
* Handling team in the absence of Supervisor.
* Responsible for taking care wherein the request is meeting the SLAs.
* Auditing the work completed by the team members.
* Query resolution.
* Maintaining Quality and Production Report.

**Process B:** Order Management & Purchase requisition ordering system - SME **(oil and gas)**

Duration: From 4th Feb 2008 to till 26th Nov 2010.

Job Profile:

* Was responsible for the preparation of SOPs, Key stroke level Doc and BCP for OM team.
* Responsible for the random QA check of the orders processed by the team
* Involved in the training of new resources and also training portions of reengineered processes to the team. Also involved in handling training sessions for the customers for using the tools and solutions on offer
* Responsible to supervise the end to end Order Management Process and monitoring the unfulfilled orders and work allocation
* Responsible to monitor the daily productivity of agents.
* Generation of weekly and monthly reports for the Manger’s, Client Ops Head’s and Onsite Service Delivery lead’s review on weekly and monthly basis.
* Responsible for the preparation of quality checklists
* Responsible for the preparation and analysis of Engagement and client reports on a monthly basis, these reports capture the quality reports, productivity reports, spend reports and TAT reports
* Responsible for identifying areas of improvements and suggest to the core development teams to make improvements to the tools utilized in the project, also involved in suggesting process quality and workflow
* Responsible for Escalation Management and providing RCA for issues seen during day to day operations and record logs which can utilized for future improvements
* Successfully handled testing of upgrading software (Click CSM)
* Co-ordinate with Clients, Suppliers and the other teams in order to structure/to model the order based on the Schedule A’s
* Creating blanket and contingent staffing orders.
* Co-ordinate with Clients, Suppliers and the other teams in order to successfully loading the order onto the application
* Responsible to set up vendors and train them to use the application to raise invoices.

**STRENGTHS:**

* Good communication skills
* Good knowledge of computers
* Self-motivated, initiative and responsible natured
* Strong work ethic and superior interpersonal, customer service and communication skills.

**PERSONAL DETAILS:**

**Nationality - Indian**

**Marital Status - Married**

**Visa Status - Husband sponsorship**

**Languages Known - English, Hindi, Kannada and Konkani**

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