**Nithin**

**Nithin.344767@2freemail.com**

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| Objective  | To work diligently and effectively in an organization and contribute towards the organizational and personal growth |
| Professional Experience | **Total work experience of 8 years** *Xchanging(A CSC Company): August 2012 – Feb 2nd 2017* Current Role: SME* Acted as Back up for the Team leader from September 2014
* 100 % SLA met throughout the year with no customer complaints
* UAT Testing's – As per the client requirement actively participated and completed all the UAT testing's for the clients. The testing's were for IBUY upgradation, SAP ERM testing’s, Mentor Graphics company codes testing's (all company codes) Sales Orders and Crystal Chip process. The client has given excellent feedback for the successful completion of all tests with 100% accuracy .This has instilled more confidence in the clients.
* Proactively taken initiative in conducting and resolving issues relating to the process for CST Tax addition, CVD lines addition (India Region) WIP creation process (Across regions) and VAT addition on orders (Across Regions) via call with buyers and maintain MOMs respectively.
* I buy trainings- Proactively took training for end user/ requestor who were facing continuous issues with I buy portal
* Audit – Updating and Maintenance of Project folders and process documents for Audit purpose.
* Data Analysis and dashboard – Analyze PO data for audit compliance on a month on month basis and report variances. Prepare client dashboards to present statistics around volume trend, and SLA compliance

**KEY ACTIVITIES PERFORMED AT XCHANGING****Procurement Operations:*** Requisition to PO conversion
* Order Confirmation
* Expediting
* Invoicing support - Kofax
* I manage-managing contracts & SOW
* Query Management & Resolution – Helpdesk & Emails
* Reporting – Monthly Dash Board, Bi weekly Reports, Weekly Progress Reports & Visualization Board.
* Updating and Maintaining Latest Process Documents.
* Maintaining all Project folders for Audit Purpose.
* Absence Calendar Management.
* Open Dell order stats for India & Europe.
* Handling Escalations.

**ADHOC REQUEST:*** Completion of Risk Register for Mentor Graphics.
* Completion of Asset Register for Mentor Graphics.
* Completion of Data Source consolidation and Sample Gathering for Mentor Graphics.
* Completion of ISMS list for Mentor Graphics.
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| Previous Experience | Hewlett-Packard Global e business Center: *May’06- till June 18th 2010)** As Finance Process SME managing the HP India Sales Inventory Accounts Payable Team.
* As a Senior Finance Assistant for HP India Sales Inventory Accounts Payable Team (Mar 07 – Mar 08).
* Finance Assistant for Accounts Payable Team (May 06 – Feb 07).

**Responsibilities include:*** **Leading** the HP India sales inventory accounts payables process team to deliver on customer expectations and to ensure green metrics for the team.
* **Planned** and coordinated Knowledge Management, to ensure efficient dissemination of information to team members.
* **Responsible** for ensuring all services agreed in SOW are provided continuously to delight & exceed customer expectation.
* First Point of contact for all Operations, Customer & Process related areas for the Team.
* **Assisted** team in ensuring effective process control designs were put in place to comply with ISO standards.
* **Ensuring** all Operations manual & ISO documentations are updated from time to time.
* **Responsible** to partner with customers to ensure that Operation excellence for the Process is achieved.
* **Metrics** Reporting and Review Metrics with Business Management, GBS Management and within the team and set monthly goals and plan ways to achieve goals.
* **Played** a vital role in evolving operational strategies to achieve stated business objectives.
* Effectively coordinating and monitoring the product ionization effort for the payable process.

**Convergys India Service Pvt. ltd**Designation: Sr. CCO.Department: Operations Microsoft Customer Central.Duration: 16th Aug 2004 - Feb 2006 |
| Education | * B.Com final year
* 12th from Mohali University
* 10th from CBSE
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| Other qualification | * Strong working Knowledge in MS Office Suite including MS Word, MS Excel, MS PowerPoint, SAP and Work Flow tools
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| Area of Strength | * Excellent communication skills
* Strong analytical skills
* Effective people management skills
* Highly focused on achieving targets – high level of ownership
* Self-motivated
* Strong accounting knowledge
* Good presentation skills
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| Recognition | * Awarded Bronze award and Performer of the month awards for excellence in process stabilization and achieving high team productivity
* Bestowed with “Best Team of the month” for high Total Customer experience, and continued excellence.
* Awarded with the Certificate of Excellence award in June’07.Mar’08,Aug’09
* Nominated by the management for representing the AP (Accounts payable) and APNI (Accounts payable Non Inventory) team in Delhi
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| Date of Birth | 25th Oct 1980 |
| Marital Status | Married |
| Nationality | Indian |
| Hobbies | Reading, movies & travelling |
| Expected CTC | 4000 – 5000 AED  |