 **Ummal**

Operations Analyst/ Reporting Analyst

**Ummal.371490@2freemail.com**

**ABOUT ME**

**WORK EXPERIENCE**
6.8 Years

* Experienced professional with 6.8 Years of Experience in IT Hardware Asset Management, Supply chain management, MIS Reporting, Data reconciliation and Customer service.
* Having extensive experience & working knowledge in all MIS Reporting and SAP ERP.
* Comfortable working with individuals at all organizational levels, project management skills.

**AGE**
30

**Education**

**Masters, Business Administration** (2016-2018)

MBA (System Management) (Pursuing)
Alagappa University, Chennai

**Bachelor of Computer Application** Graduated, May 2008Jamal Mohammed College of Arts & Science
Trichy

**Diploma in Cyber Law** Graduated, Feb 2013Aiimas institute
Chennai

**10+2** Graduated, Apr 2004CSI Methodist Girls Higher Sec School, Trichy

**Interpersonal Skills**

* Excellent interpersonal communications skills.
* Proven team building skills.
* Strong analytical ability.
* Leadership Quality.
* Comfortable working in a wide variety of environments.

**Career Highlights**

**Process Improvements:**

* Tata consultancy Services:
* Provided the Shift basis and Product category Coder mapping improvement document to manage the time and quality. This results with Good quality and time consuming. Also gives revenue to our process by getting lots of feedbacks to analyze.
* Hewlett Packard:
* Introduced “SED ET MAURIS” discussion point which leads the Analyst to post their questions and answers regarding the process and process Improvement sharing knowledge.
* Applied 2 macros to simplify the New Product Introduction cost analysis process.
* New Product Introduction Macros 3 to reduce the Missing cost and time saving of the call from 2 hours to 10 mins per week.

**Achievements:**

* Certificate of Appreciation from TCS for winning the award “Champions League” for the role “Best Team in Chennai”, Chennai.
* Certificate of Appreciation from Hewlett Packard for Winning the award “Spot award” for the Process improvement implemented in Nov 2011, Chennai.
* Certificate of Appreciation from Hewlett Packard for Winning the award “Best Extra miler” for the CSR Activity conducted in March 2012, Chennai.
* Being as a part of Diversity & inclusion, organized more than 6 Events in Supply Chain Domain FY’16 & FY’17 as of and the same has been recognized (for 4 events) from Management level.

**Skills**

* Hardware/software Troubleshooting
* SAP(MM) Tool (Product Data Management)
* Asset center tool
* MIS Reporting Tools:
	+ MS PowerPoint
	+ MS Excel
	+ MS Word
* Camtasia Recorder

**Work Experience**

* Visual Basic

July 2015 – Till date 
**Senior Business Operations Associate ( ICost Analyst)**
Hewlett Packard Inc Pvt Ltd
Chennai, Tamil Nadu Team Size: 10

* Setting up organization structure of material management and relevant configuration like Purchase organization, valuation area plants, storage location, and warehouse structure etc.
* Creating and maintaining parts in SAP.
* Finalization of material groups, purchasing groups, payment terms, Inco terms, Pricing Procedure.
* Expertise in using iCost tool which is used to analyses the cost and release the cost for delivery.
* Maintaining the master data templates for various object like material master, vendor master, excise master, Info-records, source list, purchase order.
* Expertise in using ERP-SAP (MM & PP Module) Systems including Material master, creating PR & PO, Vendor master, Info record, source list, MRP, Inventory, BOM, Routings, Work centers, costing and production orders.
* Effective contributor in reporting management with daily, weekly & monthly activities and Analysis report of pain area in the process.

January 2014 – August 2014 
**Sales coordinator**
Intex technologies LLC
Dubai, UAE Team Size: 40+

* Processing Quotations & Sales Orders.
* Sales Reports, Stock checking, Sales Pain follow-up and updating the Stock sheet with price report.
* Using the CRM and Focus (Tool which is used to maintain the documents and processing sales orders & Quotations).
* Complete Sales cycle.
* Facebook admin for marketing team.
* Handled both Retail and export.
* Updating the warehouse manager with daily delivery reports.
* Clearing no stock details in the system.
* Processing weekly reports for warehouse team, Sales team, marketing team.
* Providing monthly sales report to Managing director.

August 2011 – September 2012 ****
**Senior Business Operations Associate**
Hewlett Packard Pvt Ltd
Chennai, Tamil Nadu Team Size: 28

* Perform various IMACD (Install, Move, Add, Change and Decommission) activities.
* Audits are performed for hardware/software assets to ensure all the asset information are accurate in the Asset Manager database which will help us to avoid revenue leakage
* After Reconciling various Asset databases, the discrepancies found would be dealt after deep dive analysis.
* Prepare weekly and monthly reports to the client.
* Reconcile Asset manager report Vs. Auto discovery report on a monthly basis and make sure there is no misses in Asset Billing report.
* Review and understand the multiple errors associated with both hardware and software assets and same should be resolved
* Reports are reviewed and delivered in a timely fashion and are published within the SLA as per the client needs and demands.
* Involved in Annual Physical Asset Verification, worked with different teams to verify the assets physically that are owned and leased by ES.
* Prepared business level metrics for the whole process.
* Updating all the team KPIs’ details into the internal share point
* Doing analysis on critical factors affecting service delivery
* Responsible for coordinating with the client to solve the process related issues.
* Responsible to prepare account review documents, monthly reports which will be shared with Client and management.

August 2009 – July 2011 
**Marketing Research Analyst (Ascribe Coder) – Neilson Client**
Tata Consultancy Services
Chennai, Tamil Nadu Team Size: 48

* The process involves in analyzing data on customer demographics, preferences, needs, and buying habits to identify potential markets and factors affecting product demand as per the project for our client.
* Conduct research on consumer opinions and collaborating with statisticians, pollsters, and other professionals.
* Translating complex findings into written or electronic form. Hence updating data and report in Ascribe Research Portfolio Online Reporting Tool.
* Measure the effectiveness of advertising, communications programs and strategies. Develop and implement procedures for identifying advertising needs.

June 2008 – August 2009 
**Customer Service Executive**
**Mermaid InfoTech (P) Ltd**
Chennai, Tamil Nadu Team Size: 7

* Working with databases
* Keeping appointments with clients. Taking calls
* Working with security organizations
* Managing inventory
* Coordinating with other departments
* Working with invoices and receipts
* Minimizing office expenditure
* Getting maintenance done on office equipment and machinery
* Managing holiday, sickness, attendance and absence records
* Enforcing office protocols
* Negotiating with suppliers and service providers

**Computer Proficiency**

* Windows 2000/XP/2003/Win7/Win8/Win10

**Languages**

* Tamil
* English

**Personal Details**

**Declaration**

I, hereby declare that the information contained herein is true and correct to the best of my knowledge and belief.