**BRAHMA**

E-mail: brahma.375201@2freemail.com

**Seeking assignment in Operations /Customer Support /Sales Support /Commercial /E-commerce.**

**CAREER OBJECTIVE**

To work in an organization which can utilize my full potential, knowledge and also can provide ample opportunities for learning and growth in a challenging environment.

**PROFESSIONAL SNAPSHOT**

* Insightful experience of 9 years (Approx.) in the areas of Operations, Customer Service, Sales Support, Commercial/Credit Control, Process Mgmt., Channel Mgmt. and Team Mgmt.
* Proficient in designing & implementing systems / procedures to achieve financial discipline & enhance overall efficiency of the organization by achieving higher level of process efficiency and customer satisfaction.
* Excellent interpersonal skill with ability to take challenges & perform in changing work environment.
* Proficient in Advance Excel, MIS & SAP ERP.
* A keen planner with experience of handling the entire Operations of an organization.
* Trained & Certified by amazon.in (Ecommerce Specialist in- Seller On-boarding, Product Listing, Order Management, Complaint Management etc.)

**CAREER GROWTH**

* **Jaiprakash Associates Limited Jul. 2012 to Present**

**Designation:** Officer-Commercial (Operations) **Location:** Noida

**Key Responsibilities:**

* Managing complete backend processes: Order Management, Financial & Accounting Processes, Inventory Management, Dispatch Management, Complaint Management and Payment Collection.
* Developing plans and executes Operational Procedures for continuous process efficiency.
* Support sales operations and day-to-day operations (after sales) to smoothen work methods.
* Review and analysis of periodic MIS reports & Presentation of the same to the management.
* Handling customer escalation and ensuring satisfactory closures by meeting/phone/email communication at the first level by coordinating with intra-departments.
* Actively provide inputs and assistance to senior management in planning, implementation and modification to existing operations, systems and procedures.
* Keeping a check on the outstanding status of collection from customers, follow-up record and take necessary action as per SOP to recover the dues.
* Payment reconciliation by coordination with Accounts Department.
* Coordination with banks for timely disbursement of payment in case of bank loan.
* Actively involved in internal audit, ensuring all compliance parameters are met.
* Building strong business relations with various internal partners to ensure compliance.
* **Hindustan Colas Limited**  **Aug. 2010–Jun. 2012**

 **Designation:** Sr. Executive –Operations/Sales Support **Location:** New Delhi

**Job Description – Operational –**

* Handling Sales Queries/Order Management, Preparation of Quotation/Proposal for New Business.
* MIS Preparation & Inventory Management - Ensure to maintain stock at Plant/Depot.
* Interacting with the customers by feedback, delivery of orders, customer supports.
* Coordinating with customers for realization of payment/customer feedback.
* Escalating customer complaints/feedback to the concern team.
* Processing of channel partner payments after verification of bills.

**Administration –**

* Coordinating with suppliers/vendors for various requirements.
* Organizing Sales/Official meetings as per the schedule.
* Arranging Tours and travels/Hotels for company’s staff/visitors.

**Financial –**

* Coordination for Sales Tax Forms (Collection/Follow-up for C-Forms).
* Maintain the list of BG, and correspond with customer on BG extension, return of expired BG etc.
* Preparation of Credit/Debit Note & follow-up with customers for overdue payments.

**Role in SAP-ERP SD Module:**

**»** Customer Master (New Customer Creation) **»** Discount Master (Updating Customer Discount)

**»** Creation of Sales Order/ Delivery Order **»** Creation of Commercial Invoice.

**»** Creation of Contract in case of Excise Exempted Supply. **»** Shipment Document Creation

**Role in SAP-ERP FICO Module:**

**»** Payment punching in Customer Account **»** Customer Balance Enquiry

**»** Issuing Statement of Accounts to Customer **»** Updating Bank Guarantee status

**»** Issuing Debit/Credit Note to the Customer **»** Foreclose of Sales Order

* **Reliance Life Insurance Co. Ltd. Apr. 2007 –Jul. 2010**

**Designation:** Branch Operations Executive **Location:** Jhansi

**Job Description −**

* New Business Login, Premium Collection, Maintaining quality of incoming proposal forms.
* Scrutiny of proposal forms with respect to Underwriting, AML/KYC norms before login.
* Support the sales team with regards to coordination with H.O for CFR/Claim processing.
* Maintaining of brochures, proposals forms, STP stationary (If applicable) etc.
* Customer service & complaint management, conflict resolution and compliance.
* Advisor Recruitment Assistance, Induction and Training to the Recruited Advisors.
* Branch Administration, Travel/Hotel management for staff, Vendor Management etc.
* **UTI Bank Sept 2006 – March 2007**

 **Designation:** Sales Executive  **Location:** New Delhi

 **Job Description −** To promote sales of KASA, Investment Products-Life/General Insurance, Mutual Funds, Term deposits, Gold Coins etc. to various individual and corporate customers.

**ACADEMIC PROJECTS**

* **Standard Chartered Bank** **June 2005 – July 2005**

 **Project:** Personal Banking Services of the bank

* Project on ‘Consumer buying behavior on Power Backup Devices (Inverter vis-à-vis Generator)’

**PROFESSIONAL QUALIFICATIONS**

* M.B.A. : Bundelkhand University, Jhansi

Specialization : Major - Marketing Minor - Information Technology

**ACADEMIC QUALIFICATIONS**

* M.Com : C.S.J.M. University, Kanpur
* B.Com : Allahabad University, Allahabad
* Pre Graduation : U.P. Board
* High School : U.P. Board

**TECHNICAL QUALIFICATIONS**

* Certificate Course in Computer Duration: 6 Months
* Certified E-Commerce Professional from IPEM InfoTech, Allahabad Duration: 18 Months

**PERSONAL DETAILS**

Date of Birth : 19th June 1982

Marital Status : Married

## Passport Val. : 18th August, 2019

Place : \_\_\_\_\_\_\_\_

Date : \_\_\_\_\_\_\_\_ **(Brahma)**