

RESUME

Radhika. N

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Objective:

“To be a resourceful person to the organization in which I serve and also accomplish my goal of being successful. At the same time, continue my process of learning and pass on my learning to my co-associates.”

Key Strength:

Technical skills: SAP SD, MS Excel-MIS, Tally 7.2 Version, DE & SAP S/4HANA
Soft Skills: Fast learner, Enthusiastic, Analytical approach, hard worker, punctual.
Ability to adapt: Today's ever-changing intellectual and cutting-edge technology driven environment.

Education:

COURSE	SCHOOL / COLLEGE	BOARD/ UNIVERSITY
BA (HEP)	SJR College, Bangalore	BU, Bangalore
P.U.C.	SJR College, Bangalore	BU, Bangalore
S.S.L.C.	St Johan Kites High School	State

Personal Profile:

Total Experience: 14 years.

Capabilities:

- Self-motivated, Quick learner and Team player
- Quick learning new concepts and technologies and putting them to use
- Good communication and interpersonal skills
- Excellent administrative skills

Employment History

**WISTRON INFOCOMM MANUFACTURING PVT
LTD**
Period: December 2022 – Present

Executive Assistant To GM- Operations

ROLES AND RESPONSIBILITIES FOR EXECUTIVE ASSISTANT TO GM Operation India:-

- Maintaining General Manager Calendar
- Completes a broad variety of administrative tasks for the GM including managing an extremely active calendar of appointments; completing expense reports; composing and preparing correspondence that is sometimes confidential; arranging complex and detailed plans, itineraries, and agendas; and compiling documents for meetings.
- Preparing Weekly, Monthly reports & Executive summary, Initiate research for required details, compile data, analysis data & support GM to implement required next action based on data/report.
- Provide executive support to GM & Managers in Operation departments
- Managing entire office of the GM,
- Manage office facilities, ensuring cleanliness in VIP Lounge & GM Cabins
- Create presentations and Hosting the meeting
- Assisting GM by understanding GM's working style & priority in order to represent GM's office effectively managed,
- Handling GM complex & frequently changing travel management
- Receiving messages & then passing them on the intended person
- Transcribe minutes of meeting & executed meetings & events for company business development & senior management team.
- Collecting presentation from Operation department, consolidating & presenting in meetings & events.
- Stationery maintenance & ordering of stationeries (Pen, paper, cartridge etc.
- Consolidation of PPTs eg. Outcome of workshop meetings, MOM preparations etc.
- Participates as an invitee member of the Executive Team including assisting in scheduling meetings and attending all meetings; be the scribe in the meetings and follows up on action items
- Assists in coordinating the agenda of weekly senior management team meetings and off-sites, and all staff meetings
- Facilitates cross-divisional coordination of meeting and plans for communications,
- Communicates directly, and on behalf of the GM, with Board members, executive & management teams and others, on matters related to GM's initiatives.
- Follow up and tracks of reports to be received by GM from management staff.

ROLES AND RESPONSIBILITIES FOR EXECUTIVE ASSISTANT TO THE CEO:-

- Provided administrative and business support to the CEO
- Managed calendars so that the executive's schedules are followed and respected.
- Provided on-going project management support to CEO and human resources by proactively tracking and following up on current issues
- Calling on existing clients to develop new business and scheduled
- Co-ordination of shipping dates to meet customer requirements and internal cost minimization guidelines
- Work with Sales Manager to strategize and execute territory management plans
- Effectively manage assigned territory and establish self-directed sales coverage with manager's assistance
- Assists the Sales manager with the overall department management operations (forecasting, budgeting, P&L management, etc.)
- Develop and maintain an effective performance management system with weekly sales activities and performance reports and dashboard
- Prepared domestic and international travel arrangements, expense reports.
- Upheld a high level of confidentiality on acquisitions, divestitures, and employee relations.
- Managed calendars, correspondence, presentations, travel, expense reporting and reconciling.
- Handled sensitive and confidential documents. This role required quick acclimation into a new industry and culture.
- Assembled various reports according to established time schedules including information for Board portal, material for board and committee meetings
- Coordinate communications, track and follow up on requests, and identify those of importance which require immediate attention
- Ensure and maintain confidentiality of all communications and documentation
- Adept at scheduling meetings, preparing agendas, and following up on action items.
- Inviting quotation offer from different vendor all over India depending on the product and place of delivery
- Scrutiny of the quote, price negotiations and preparation of comparative statements.
- Coordinating with suppliers by raising purchase order follow up for timely delivery of material ordered.
- Play a key role in Vendor Development / Vendor Management.

ROLES AND RESPONSIBILITIES FOR CUSTOMER SUPPORT TEAM:-

- Handling Team of Customer Support Executives –team of 2
- Review of Order Bookings & Backlog
- Liaise with production team for Delivery schedule, Finance for Credit Review, Billing documentation & Logistics team for Shipments.
- Prepare Billing Plan & Drive the team to achieve the same, Work towards achieving the Planned Billing Volumes
- To review Dealer orders and be the Point of Contact for all their issues/ Concerns
- Work towards cost reduction along with Logistics team.
- Review Customer complaints
- Work towards permanent solution against the Customer complaints Liaise with Transporters for closure of Customer complaints
- Part of Audit team for ISO Audits Review of Process on regular basis
- Review of Prices, terms & conditions, during Quote stage – CRM Review of Terms & conditions – for Special conditions post order receipt Review ERP related matters. Work towards resolution
- Liaise with Service provider of ERP for regular up gradation. Handle Export Orders from PO receipt till shipment
- Generation of Various reports related to Booking, Billing, Dispatch Plan and Inventory details. Generation of necessary reports from CRM/ Sales force.

Reports Maintained

- Detailed Order Booking report – Monthly Basis
- Detailed Billing Report – Monthly Basis Billing Plan – Monthly Basis
- Weekly Billing Plan – Updated on weekly basis Booking and Billing Report Quarterly wise To Measure CRD & MPD Matrix
- Analysis of achievement vs. Failure (as per Billing Plan) Report on Finished Goods with Remarks –On regular Basis Publish report on Booking and Billing – Weekly basis.

Role to ensure support to the customer in areas related to:-

To be the customer's primary point of contact for inside sales coverage and market development for all Wesco Aircraft (Wesco) products within assigned accounts or regions. Organize, execute and apply Wesco sales initiatives, policies and programs in support of business plans and strategic objectives to meet annual company and individual goals.

Handling of customer enquiries:-

- Processing Sales Enquiries received from customer via email and Phone.
- Work directly with customers on a regular basis, providing timely, appropriate and accurate responses to inquiries and requests.
- Maintain and develop new and existing Wesco customers through professional and appropriate sales methods.
- Ensure customer approvals and quality requirements are adhered to. Source products when necessary based on Wesco's best practices.
- Vendor Quote request and responses to Customer. Ensure customer approvals and quality requirements are adhered to Handling the major Key accounts TATA , L&T , Boeing , Mahindra & Mahindra, Godrej & Boyce & SPICEJET etc.
- Understand and follow export compliance requirements.
- Providing customers with technical product information (Military & Non Military parts) and support during all stages of a sales.
- Understand and utilize the JDE system and Wesco Intranet to effectively perform job functions.
- Provide support and assistance to Sales Branches, Internal Sales, Corporate Sales, Operations, Purchasing, Quality, Finance and other departments as needed to resolve sales related efforts.
- Learn to recognize when negotiation may produce sales opportunities and begin to develop effective negotiation skills. Develop and follow a personal development plan through the use of Intranet tools and programs, sales training programs, self-assessment tools, and relevant training.
- Receive supervision, guidance and training for Wesco systems, products, industry, vendors and operations.

Demag Cranes & Components (I) Pvt. Ltd.

Period: December 28th 2010 to June 2016

Customer Service Executive

Role to ensure support to the customer in areas related to:-

- Complaints Status of Services
- Non Standard Spare Part
- All type of order booking in SAP Making the service invoices from SAP Update on Services and Products

Handling of Customer Complaints – Warranty / Non-warranty / HOS / ENT:-

- Registration of calls in received via email or phone or through Microsoft Dynamics CRM under CCC or ENT or HOS form in CRM.
- Response email to customer immediately on call logging.
- Call Analysis & resource allocation in co-ordination with planning team
- Commitment response email to customer within 4 hrs. Of complaint receipt indicating further actions for resolution.
- Review of open complaints & circulation of daily out of limit complaint report. Creation of warranty or HO supply issue claims where ever applicable.
- Follow up for warranty parts from HO & returnable parts from RO
- Response email to customer for any change in planned date of resolution – status update intimation. Call closure intimation email to customer.
- Monthly review of regional complaint performance report with Technical Cell & Regional Manager

Role SAP SD Sales and Distribution Module Job Responsibilities:-

- Helps to optimize all the tasks and activities carried out in sales, delivery and billing. Key elements are; pre sales support, inquiry processing, quotation processing, sales order processing, delivery processing, billing and sales information system
- Working knowledge of different types of Sales Documents and Item Categories.
- Handling booking the orders of Supply, Spares and Service.
- Handling to release the Filed service invoices from SAP
- Making MIS report from SAP

Handling of customer enquiries for New Product : Cranes & HT Business / Refurb business:-

- Registration of enquiry in CRM under opportunity tab. Response email to customer immediately on enquiry logging. Allocation of enquiry to respective sales team member in CRM
- Commitment response email to customer within 4 hrs. Of enquiry receipt indicating further actions for resolution.

Handling of customer enquiries for Field service & Spares products:-

- Registration of enquiry in CRM under opportunity tab. Response email to customer immediately on enquiry logging.
- Allocation of enquiry related to customer base under dealer to dealer account manager for standard & non-standard spares.
- Handling the dealer account follow ups on target order booking Monthly on Spares parts Preparation & submission of offer related spares to customer base which is not under dealer control. Preparation & submission of offer related to service enquiries for all the customers.
- Commitment response email to customer within 4 hrs. Indicating further actions for resolution.
- On receipt of order from non-dealer customer or for non-spares or for service activity, creating OCL & booking order in SAP.
- Customer will receive the copy of order confirmation from SAP system. Follow up for material for critical breakdown issues

AMC and planned services scheduling:-

- Based on monthly plan from CRM, to co-ordinate with customer for visit date finalization. Updating the changed schedules & resource allocation in CRM
- Service Report attachment in CRM under service calls for I&C / FS jobs.

FST Time Sheet Data:-

- Daily collection of time sheet data from FST
- Updating the FST timesheet in CRM under respective Service call

Systems:-

- Customer master updates in CRM – for change in contact details and addition of contact person ensuring the complete & correct CRM customer master data for regional customers.
- Ensuring the effective use of Demag Shop for offer generation / feedback to HO for improvements. Improvement in CSI
- CRM utilization & data accuracy Process KPI measurements Improvement in Process
- Accuracy in Master Data related to customer communication – CTI CRM review.

AFL (P) Ltd. – Express Division

Period: March 2009 to November 2010

Customer Service Executive

Report Management (MIS Report)

- Providing the required information to the customers.
- Auctioning cases like undelivered shipments, damaged shipments etc. to be addressed in stipulated period solving their queries by providing service to the customers.
- Inform customers about detained shipment within stipulated time Handling the cash and submitting to the Supervisor by the end of day. Maintaining co-ordinal relationship with the customers.
- Handling the key customer like Wipro , Mind-Tree, H.P, Arvind Mills, Etc., Responsible for sending weekly / monthly MIS reports to customer.
- Handling queries such as domestic shipment lost and service issue. Handling international shipment service issue.

Stock Management:-

- Maintaining Stock whatever received from return shipment to office and material send to concern all customer. Daily stock status.

Achievements:-

- Participated in the throw ball competition in state level. Attended trekking camp through NCC.
- Silver Star performer of month on 2014.

Hobbies:-

- Travelling.
- Reading fiction Books
- Baking

Personal Details:-

Name	RADHIKA .N
Father's Name	T.NARAYAN GOWDA
Sex	Female
Date of birth	12th APRIL 1988
Marital Status	Married
Location	Bangalore (India)
Languages	English, Kannada, Hindi
Email Id	radhikan88@gmail.com
Contact Nos.	9620223744

Declaration:-

I hereby declare that the above written particulars are true to the best of my knowledge and belief.

Place: Bangalore

(Radhika. N)

Date: