CAREER SUMMARY

* Strong error detection, analytical and problem-solving skills
* Self-motivated, organized and possess the ability to work independently
* Ability to multi-task and complete projects on time
* Emotionally robust, ability to deal & deliver with regards to fast deadlines, acts with sense of urgency
* Proficient in Microsoft Office - word, Excel, PowerPoint & Outlook also in ERP systems

EXPERIENCE

**Santa Monica Study Abroad Pvt Ltd Kochi - December 2022 - Current**

**Key Responsibility –** (**Key Account Manager)**

* Team Management
* Reviewing the documents
* Error deduction
* Application pending reports
* Weekly pending reports
* Team Huddle
* Offer conversion, pending, received report
* Cas pending & received report
* Scheduling credibility interviews

**Infosys BPM, Mysore – Aug 2022 to Oct 2022**

**Key Responsibility – (Process Specialist) (Client – US)**

* Maintained ongoing communication with suppliers to promote workflow and respond to inquiries.
* Maintained effective and lasting vendor relationships through dynamic communication, collaboration and intelligent questioning skills.
* Carefully read and interpreted requisition orders to understand specialized terms and requirements.
* Identified issues, analysed information, and provided solutions to problems.
* Resolved problems, improved operations, and provided exceptional service.
* Handled calls to address vendor inquiries and concerns.

**RVS Infotech, Kochi (Feb 2019 to Mar 2021)**

**Key Responsibilities – (Freelancer – Document Verifiyer)**

* Identified issues, analyzed information and provided solutions to problems.
* Increased customer satisfaction by resolving issues.
* Provided support for document controls and worked with contract documents.
* Verifying banking documents for the process of loans.

**Wipro Technologies, Chennai - June 2015 to June 2016.**

**Key Responsibilities – (Senior Officer) (Clients – US & Romania)**

* Handling the client calls
* Quality check of completed invoices
* Managing the QC team
* Handling the vendor queries through emails

**Additional Responsibilities**

* Creating SOP
* Daily report of processed invoices
* Daily consolidated QC productivity report
* Conducting team huddle
* Leading the whole team during the entire BCP

**Tata Consultancy Services, Chennai - May 2012 to August 2014**

**Key Responsibilities – (Workflow Specialist) (Clients – Canada & UK)**

* Processing mortgage loans
* Verifying the mortgage documents
* Processing EFT & Funding process
* Verifying the Requisition for funds document
* Quality check for completed mortgage documents

**Additional Responsibilities:**

* Conducting daily review meeting
* Weekly client calls for SLA and QC report
* Quality check of processed loans
* Daily report and weekly report (QC report, SLA report)
* SOP
* Training new team members

**Maersk Global Services, Chennai - January 2011 to February 2012**

**Key Responsibilities – (Officer) (Clients – Indonesia, Germany & Australia)**

* Created purchase order
* Resolving purchase order discrepancies
* Create new vendors and maintain vendor master data
* Handling the intermodal work orders

**Additional Responsibilities:**

* Preparing the Dash Board
* Monthly report generation
* SLA tracking
* SOP updating

**Soft Skills:**

* Time management
* Team-working ability
* Interpersonal skills
* Self-motivated

**Technical Skills:**

* JD Edwards
* SAP
* ASPEN
* ARIBA
* RKEM
* COINS
* MS Office

EDUCATIOn

* Master’s in Business Administration- Finance in 2014 from University of Madras MBA.
* Bachelor of. Commerce in 2010 from St. Thomas College of Arts & Science
* Completed 12th in 2007 from Arputharaj Matriculation Higher Secondary School
* Completed 10th in 2005 from Arputharaj Matriculation Higher Secondary School

Personal Information

Father’s Name : Narayanan Nair

Address : Thoppil House, Pratheesha Residency

Valavu rd, Udayamperoor PO,

Thripunithura, Ernakulam,

Kerala - 682301

Nationality : Indian

Date of Birth : 10.09.1989

Languages : English, Malayalam & Tamil

I hereby declare that the information furnished above is true to the best of my knowledge.

SANDHYA P N