# **CHITANYA SHARMA**

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**PROFESSIONAL SUMMARY**

* Over 8+ years of experience with Procurement, Customer Service, Operations and Warehouse management.
* Presently working Associate – Real Time Operations and Reporting at Concentrix India.
* Detailed knowledge of the Operations, Chat Process, Procurement and Logistics industry.
* Experienced in freight and billing as well as reconciliation.

**EXPERIENCE**

**Concentrix (Former Convergys India Services Pvt. Ltd.) Nov 2016 – Present**

**Associate – Real Time Operations And Reporting**

* Manage resource availability (Breaks/OT/etc) to make sure maximum volume can be answered and there are no queues on incoming queries (chat or call).
* Responsible for reporting on daily basis for team leaders to check the performance of the staff. Also responsible for sharing intraday SVLs, % to forecast, ASA, and callouts to the management on hourly/monthly basis.
* Training and mentoring new hires in roles, responsibilities, chat behaviors and techniques regarding process.
* Maintain high level of technical expertise and soft-skills.
* Help with the integration and implementation of new metrics in the program – give examples of what metrics you are talking about.
* Reconcile attendance daily with employee timesheets against schedule and time in/time out reporting.
* Manage changes to scheduling to ensure adequate daily resource coverage.
* Communicate with management and operations team to ensure compliance with company standards.
* Ensure hours are accurately accumulated and categorized in a format compatible with company and department payroll procedures.
* Analyze PTO submissions and approve/deny based on their effect on operations.
* Monitor attendance and schedule adherence.
* Use accuracy of schedule measurements for continuous improvement, including making recommendations to improve scheduling efficiency and team member satisfaction. Monitor and analyze key performance indicators and trends to reforecast, reschedule, and adjust staffing levels.
* Track and compare forecasted and actual center statistics.
* Create proper contingency plans to ensure that staffing remains as constant as possible in the event of an emergency.
* Create scheduling matrices that ensure achievement of service level, schedule adherence and other financially impacting goals, using projections and/or historical information.
* Assist Work Force management with call flow analysis and suggestions.
* Provide training agenda feedback on nesting quality metric performance.
* Identify call volume trends and averages on a monthly and quarterly/seasonal basis and take necessary actions.

**TheGuiltTrip.Com / Luxury Retail Services Pvt. Ltd. Oct 2014 - Sep 2016**

**Asst. Manager – Logistics & Operations**

* Responsible for timely delivery of the orders.
* Tracking the movement of the orders from the time order place until the time of delivery.
* Coordinate all Logistic activities with other relevant Departments and persons, as necessary in achieving company objectivity.
* Contribute to long and short term organizational planning and strategy as a member of management team.
* Educating vendors regarding the operations and logistics panel provided to them.
* Check and verify shipping records, handle questions or concerns of shipping shortages or overages and address problems with inventory control.
* Responsible for initiating refunds after the reconciliation of Payment Gateway transactions report.
* Troubleshoot and provide solutions for issues of a moderate to complex scope.
* Consistently promote a strong corporate culture, quality and high-performance work teams.
* Meet the established goals relative to on-time delivery and shipping accuracy performance for customer shipments.
* Keep stock control systems up to date and planning future capacity requirements.
* Provides direction for systems improvements and changes to operational requirements.
* Ensure all vendor payments are processed on time.
* Reconciliation of the bills, invoices and PO’s and responsible for initiating the payments towards them.
* Make and maintain financial statements for future reference.
* Interact with 3PL service providers.
* Resolve supply, quality, service and invoicing issues with vendors.
* Evaluate supplier performance based on quality standards, delivery time & best prices and ensure all the criteria are met according to the organizational requirements and expectation.
* Create and maintain contact with vendors and customers to ensure timely delivery of goods.

**Lenskart.com / Valyoo Technologies Pvt. Ltd.**  **Dec 2011 – Oct 2014**

**Vendor Relations - Procurement**

* Team Leader of the JIT (Just in Time) department for the procurement of the goods that cannot be ordered in bulk.
* Coordinate with Operations and logistics to fulfill the orders.
* Maintain the reports, coordinated and instructed the other departments to work towards a common goal.
* Handle bulk procurement.
* Verifies quantification of orders.
* Forecasting likely levels of demand for services and products to meet the business needs and keeping a constant check on stock levels to maximize business efficiency.
* To manage and implement smooth warehouse operations incoming and outgoing system through computerized administration and retrieval systems (ERP system).
* To implement and maintain complete detailed warehouse materials identification.
* Liaising between suppliers, manufacturers, relevant internal departments and customers.
* Identifying potential suppliers, visiting existing suppliers, and building and maintaining good relationships with them.
* Negotiating and agreeing contracts and monitoring their progress - checking the quality of service provided.
* Producing reports and statistics using computer software.
* Training and supervising the work of other members of staff.
* Ensure to maintain communication with delivery and procurement departments to deliver the material in time.
* Manage the inventory making sure that the outflow of the goods is smooth.
* Looking after the inventory on a sole basis and contributed to maintaining the inventory.
* Closely monitor all deliveries for orders as well as the raw materials for production.
* Training and mentoring new hires in roles or responsibilities regarding logistics strategies and methodologies.

**TECHNICAL SKILLS**

* Working knowledge of SAP Business One, UNIWARE (Unicom), Magento, CRM Tools, Touch Commerce, IEX, NiCE.
* Proficient in Computers,
* Excellent data analysis skills – with high level of attention to details.
* Exemplary IT skills with an excellent knowledge of MS Office.
* Done Lean Six Sigma – Yellow Belt.

**EDUCATION**

* B.COM(P) from Delhi University (2019) (2 papers left)
* Course Done: Virtualization & Cloud Computing.
* 12th from Guru Harkrishan Public School (2010), CBSE.
* 10th from Guru Harkrishan Public School (2008), CBSE.

**ACHIEVEMENTS**

* Prefect at the school for two years. Was House Captain.
* Quickly learnt the nuances of the new system to be implemented and mentored new team members.
* Shining Star for the year 2017 and 2018 at Concentrix (Former Convergys).
* Superstar Performer of multiple months.

**PERSONAL DETAILS**

* Date Of Birth - 22nd July, 1992
* Marital Status - Unmarried
* Current Location - New Delhi
* Nationality - Indian
* Passport - Yes