

SANGEETA BHAT

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Date Of Birth:05/12/1985

CAREER OBEJECTIVE

To work as an analyst giving effective and efficient solutions in various applications thereby enhancing my domain knowledge and in turn increasing productivity of the organization I work with.

SUMMARY PROFILE

- ✓ Experienced professional over 10 years of experience in multiple sector, such as Order Management, Business Analysis, Administration & Project Planning.
- ✓ Expert understanding of data base like ERP Functional, Microsoft Dynamics NAV.
- ✓ Wide Knowledge of B2B Order Management, ISO procedures, Team Handling, Stakeholder Management & Project Coordination.
- ✓ Business Analysis Certified Professional on IIBA BABOK V3 endorsed curriculum by IMARTICUS Learning Center.

TECHNICAL SKILL SET

- ✓ **Documentation Tools:** MS Office, G Suite
- ✓ **Operating Systems:** Windows
- ✓ **ERP Package:** Profit5RM (Oracle),MS Dynamics NAV 2015,Zoho CRM

EXPERIENCE SUMMARY

Company: Homevista Decor and Furnishings Private Ltd **July 2019 – April 2020**

Profile: Assistant Manager - Planning

Responsibilities:

- ✓ Develop and define project goals and objectives.
- ✓ Review, assess and evaluate execution of the project on a regular basis.
- ✓ Troubleshoot and resolve complex issues arising in a project.
- ✓ Educate PMs in methods to ensure project continuity and completeness.
- ✓ Oversee schedules and risk management plans and provide serious deviations warnings hindering project results.
- ✓ Identify changes in work scope in the project plan.
- ✓ Prepare and present regular internal and external project reports for management.
- ✓ Evaluate and analyze with team risks and issues compromising project results and develop plans to mitigate them.
- ✓ Ensure completion of the project in a timely manner and within the budgetary limits.

Company: Flutech Engineering Pvt.Ltd. **January 2019 – July 2019**

Profile: Sr.Officer Inside Sales & Customer Support

Responsibilities:

- ✓ Performing all the activities related to Quote to cash process.
- ✓ Handling Sales & Purchase activities.
- ✓ Handling Petty cash & accounting activities.
- ✓ Involved in Tender documentation & submission.
- ✓ Maintaining reports related to customer data which includes track of enquiry, quote, orders, invoices & customer complaints.
- ✓ Working with internal departments to ensure on time completion of customer orders in order to achieve customer satisfaction.
- ✓ Responsible for the Customer Satisfaction & Relation of the Customer with the Company.
- ✓ Preparing Sales & Service Plan & Sales Forecast for weekly, monthly & yearly basis.
- ✓ Responsible for collection of overdue payment.

Company: Schunk Metal & Carbon India Pvt.Ltd. **March 2010 – September 2016**

Profile: Sr. Analyst Order Management

Responsibilities:

- ✓ Performed all the duties & responsibilities involved in Quote to Cash process.
- ✓ Created & managed new customer accounts in ERP system.
- ✓ Prepared Sales Plan & Sales Forecast for weekly, monthly & yearly basis.
- ✓ Responsible for the Customer Satisfaction & Relation of the Customer with the Company.
- ✓ Worked with the various internal teams to ensure timely delivery of customer orders & provide relevant information regarding the status of customer orders respectively to the customers.
- ✓ Process and track customer claims to ensure claims are resolved timely.
- ✓ Maintained and updated all customer related data in Enterprise Resource Planning System.
- ✓ Suggested improvements in processes to Production & other department in order to meet the accuracy of customer satisfaction & brand loyalty.
- ✓ Trained personnel in process and system changes impacting the department.
- ✓ Responsible for collection of overdue payment & C form from customers.
- ✓ Maintained all the documents required for ISO certification on yearly basis.
- ✓ Involved in MS Dynamics Implementation.

Company: Carewel Facilities India Pvt.Ltd. **January 2008 – February 2010**

Profile: Admin Assistant

Responsibilities:

- ✓ Handled all official company correspondence efficiently.
- ✓ Upgraded all office filing system.
- ✓ Maintained entire company documents and correspondence in data base.
- ✓ Created a systematic and reliable computerized customer database.
- ✓ Responsible for induction & training program for new employees.

- ✓ Involved in Maintaining Attendance register of more than 2000 employees in Excel.
- ✓ Assist and interface with outsourced Human Resources duties as assigned.
- ✓ Provide administrative/secretarial support for the department/division such as, attending customer queries through telephone & assisting visitors, and resolving and referring a range of administrative problems and inquiries.
- ✓ Operate personal computer to compose and edit correspondence and memoranda from dictation, verbal direction, and from knowledge of established department/division policies; prepare, transcribe, compose, type, edit, and distribute agendas and minutes of meetings.
- ✓ Schedule and coordinate meetings, interviews, appointments, events and other similar activities for supervisors.
- ✓ Establish, maintain, and update files, databases, records, and other documents; develop and maintain data, and perform routine analyses and calculations in the processing of data for recurring internal reports.

ACADAMIC QUALIFICATION

| Qualification | Institute | Board/University | Year of passing | Percentage |
|-------------------------|---|---|-----------------|------------|
| Business Analyst (BACP) | Imarticus Learning | IIBA Endorsed Course | 2017 | |
| B.B.A | Dr.A.V.Baliga College of Commerce & B.B.A | Karnataka University | 2006 | 56 |
| PUC | Dr.A.V.Baliga College of Arts & Science | Department of Pre-University Education. | 2003 | 58 |
| SSLC | Gibb Girls High School | State board for Secondary Education | 2001 | 64 |