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 Delhi - INDIA

**KSHITIJ**

**SAXENA**

# Client Operation Analyst

**WORK EXPERIENCE**

## Bioworld Merchandising India Pvt. Ltd.

### Operation Executive

#### Kshitij saxena

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# ABOUT ME

**To pursue a career with an organization having a global vision, that encourages creativity and offers an opportunity to learn and develop, both in professional and personal life. Aspire to use and enhance my knowledge and ability to work in harmony with my colleagues.**

Expertise in Logistics, Key Accounts, Client Operation, Warehousing, Transportation Management, Pricing, Order to cash, Invoicing, Accounting,Finance operation, Master data management, Vendor Operation, Product Planning, Process Planning, Service Quality, Team/Manpower Management, Vendor Management, Customer Service Operation, & MIS.

# SOFTWARE & SKILLS

Advance MS Office suite

ERP, Navision, CRM, Salesforce, PeopleSoft Customer Service Operation

Supply Chain Operation Business process Operation

Data analysis & Primary/Secondary Research Wireframe, Mockflow, Balsamiq

ETL tools i.e. Xplenty, AWS glue PR to PO & AP/AR

Project operation

Logistic & Shipping Management Problem resolution

Report, SOP & Presentation developer

07-2017 – 08-

2019 (GURUGRAM)

03-2015 – 03-

2017 (GURUGRAM)

* Collaborated with internal teams to improve outputs to meet demand and supply requirements, ensuring inventory integrity targets for finished goods.
* Drove key performance indicators and continuous improvements throughout logistics and supplier operations.
* Kept stakeholders up-to-date on details pertaining to client projects.
* Developed documentation and logs of implemented solutions and generated and submitted management (Chargeback Analysis, Inventory management, Logistic) reports.
* Monitored metrics and developed actionable insights to improve efficiency and performance.
* Handle end to end supply chain operation with quality performance.
* Design SOP’s, Guideline for the process and ensure strict adherence of SOPs & Best practices.
* Maintain Order processing, Vendor guide on daily basis & closely monitor vendor

## Softel Infosystem Pvt. Ltd.

### Data Analyst

* + Developed system solutions and business development programs.
  + Handling entire outsourcing operation of different chain clients like therapy, IT, telecom etc.
  + Worked of different websites to handle client data base like Hotfrog, Ezlocal etc.
  + Worked on Salesforce to maintain & create client business records.
  + Used different modes of business processing & validate as well like CRM Crunch-base, Who is, LinkedIn, dice, social platform etc.
  + Coordinated statistical data analysis, Primary & Secondary research, design, and information flow.

# HOBBIES

Poetry & Story writing Volunteer ship

08-2013 - 12-

2014 (NOIDA)

## Aegis Ltd. & DRITM Pvt. Ltd.

### MIS Executive

* Creating MIS report.
* Maintain PAN India data.
* Well versed with Advance Excel with

formulae’s, MS-Access, SQL

* Maintain data of all India Telecom circle
* Handling 100+ clients
* Focused on Adhoc activities
* Avaya experience.

Research new knowledgeable platforms

# REFERENCES

### English

* + Hindi

**EDUCATION**

#### M.BA (Finance & Accounting) Passed from AMITY University

* Bachelor of Science (I.T) Passed from The Global Open University
* Senior Secondary (Science) Passed from CBSE Board
* Higher Secondary Passed from CBSE Board