**Govind Barad**

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**Career Objective:**

My objective is to leverage my experience while continuing to be challenged. I have overall 8 years of experience working for Backend Operations like Retail Accounting, Inside Sales Support, Order Management, Imports Documentation, Verification & Dispatch Solution Engineer Assigning the Task, process delivering marketing intelligence of business products and services. My background in Management like Order Management and Business Process Management, represent a unique combination of disciplines.

Personally, I have the drive and determination to consistently achieve success as a leader in all of the organizations that I have worked with in the past.

**Work Experience:**

* **Total Experience** – 8 Years in Solution Engineer (TECH) & Business Operations (Back End).
* **Oracle**: - Verification & Dispatch Solution Engineer from 10th October 2018 to Feb 09th 2020.
* **MSI Services Pvt Ltd** – Sales Team/Order Management/Imports Team from September 1st, 2012 to March 30th, 2018.
* **Accenture**–Retail Accounting, Invoicing Team, from July 1st, 2011 to June 30th, 2012.

**Key Features as an Enabled Business Analyst:-**

* I’ve worked for Sales & Presales for MSI & Oracle
* I’ve worked for Customer Relationship with the Client on a Daily basis.
* I’ve taken care reporting part in an Organization.
* I was Responsible for working on a Business Analysis with Client based on Daily Requirement
* I’d taken care of Escalation Process whenever we need to Escalate to our Senior Colleagues & worked on it for a good Outcome.
* I’ve taken several meetings in a Zoom Conference Call, Team Meeting as on Weekly Basis.
* I’ve worked & supplied Daily Operations to our Clients where the Client is Located in UK & US.

**On the Job Role Experience:**

**Oracle: Verification & Dispatch Solution Engineer (V&D): (Contract)**

* Assigning, Verifying & Dispatching the Resources to Solution Engineers (SE’s) Field Presales.
* Responsible for Routing all the Service Request’s which were assigned to our Queues India, Asean, China, Japan, Korea Etc.
* Worked for a Cloud Team as a Cloud Engineer
* Responsible to maintaining & tracking the SR’s which was submitted & assigned to us in order to Verify & Dispatch
* Maintaining Excel File for keeping the Records of SR’s & sending Daily Report to manager& Peer Colleague on a daily Basis
* Reporting projects & Process improvements to Manager& Colleagues regarding our V&D Process
* Communicating on a Slack Channel if any SR’s which needs to be routed to any particular Solution Engineers or Field Presales Team
* Worked with SEHUB Interactive Team regarding to route the SR’s
* Joined & Offered as a Contractor for first 6 Months, Then based on our performance our Manager had to extend our contract for another 1 Year.
* Taking Calls from SE’s in order to Route the SR’s to Result Queues or based on their Requirement
* Taking Slack Q&A Channel Queries Resolving the QA’s
* Managed relationship with distribution channel partners and determined proper sourcing methods depending on product availability to the customers category and discount margins
* Managing Discount approvals with complete responsibility of being the single point of contact for the client and provided communication to customers via email, Chats and phone
* Increased sales through project quoting and pricing strategies collaborating with international vendors providing a less than 24 hour turn around
* Responsible for Creating Dispatches, scheduling the delivery by trucks and installation of products at client/customer place as per requirements.
* Supports day-to-day post-sales order transactions (e.g. Install, Consultant) and reporting of customer issues, including resolution of basic issues; handles a limited number of highly complex customer Orders.
* Mentor others in lower level roles.
* Communicating to all levels of the organization regarding issues, solutions, process improvements, and policies.
* Taking Calls from Cisco WebEx Meeting & Zoom Oracle Applications, with Our Managers & Colleagues
* Having an experience in Cisco Unified Communication.
* I was routing the Service Request's & also switching the Requests that is additional.
* Having an experience in Developing python skills.
* Worked as a Unified Call Manager.

**MSI Services Pvt Ltd:**

**Sales Team:**

* I was working for Sales Order invoicing it is removing the inventory from the system Sales order Invoicing
* I’ve worked for Sales & Presales for MSI & Oracle
* I’ve worked for Customer Relationship with the Client on a Daily basis.
* I’ve taken care reporting part in an Organization.
* I was Responsible for working on a Business Analysis with Client based on Daily Requirement
* I’d taken care of Escalation Process whenever we need to Escalate to our Senior Colleagues & worked on it for good Outcome.
* I’ve taken several meetings in a Zoom Conference Call, Team Meeting as on Weekly Basis.
* I’ve worked & supplied Daily Operations to our Clients where the Client is Located in UK & US
* I was performing Sales Invoice Audit do double check and verify whether invoicing part is done appropriately
* I was performing Batch Updating in Invoicing Team It is to check the GDP Gross Domestic Product in all the Invoices processed, I have worked in sales team from September 1st 2012 to June 30th 2016.
* Usage of applications such as MASS 500 (transaction level), Sales Order (SO Page), Inventory Inquiry Reporting Tool, Open Sales Order Tool and many more, Macro and formulated excel based tool(DSM
* Drafted quote templates for faster processing of quotes in SBA TOOL
* Responsible for managing the special pricing approval process for Customers in US region
* Improved customer service by compiling well maintenance data reports in timely manner
* Keep tracking and auditing the worked cases by team, if in case of error found re-assigning it to particular associate for re-work
* Responsible for consolidating the data of Daily Activity by team in-terms of open and closed cases details. Creating Dash board Reports as per the client requirements on daily basis.
* Responsible for the assign the cases to team, Handling client escalation and follow up with the associate to quick response and closure of the Order
* Usage of applications such as MASS 500 other sales order Tools (transaction level)
* Created training manual for processes and procedures for new sales Employees.

**Imports Team:**

* I was working for (ISF) Importer Security Filing it is where we need to file ISF with Submission of the required information like BOL Number, Container Number, PO Number, Consolidated Address of the Vendor and Purchaser, need to fill freight forwarding agent like House Bill Number or Master Bill Number and file in Strix Application.
* I have worked for ISF Audit, it is to check verify and make sure that we have filed the ISF with proper data regarding to the MBL Number or HBL Number.
* Need to Confirm Sailing Date on a daily basis as and when the container is loaded on which date, when the container is actually loaded in the ship and when it reaches to the destination. All the required information needs to be confirmed on a daily basis I have worked in this team from August 1st 2017 to March 30th 2018.
* I have also worked for Sending Business mails to the various vendors on requesting the MBL or HBL Number to file ISF within the stipulated time. Imports Documentation

**Order Management:**

* Working for Processing the Sales Orders with the necessary documents like (PO) Purchase Order, and after all is been finalized with the order need to send the confirmation to the Customer about their order with PO Attached, I have worked from July 1st 2016 to July 31st 2017.
* Acting as a reference point for Order Management Office (OMO) queries and information
* Assisting in tracking and reporting on Online Tracking Websites of Delivering the Materials into Trucks.
* Giving Suggestions related to process Improvements
* Responsible for ton support supply chain/Sales/partners/distributers/Audit Team/Transport team and other different level of teams.
* Coordinates daily work activities; with CSR/Sales Rep responsible for overall shift output and manages timelines
* Work with Audit Team for Transport of trucks with the availability to deliver based on different regions and SO application administrators to manage access roles and profiles

**Accenture:**

* I was working for Retail Accounting Invoicing Team the responsibility is to update to the vendors on their payment status in New York the vendor was HESS Corporation
* I was working on RA Vendor Query Mailbox on a daily basis
* I have used few applications like (SAP) Systematic Application Program, (RTV) Retail Terminate Vendor, (RMS) Retek Merchandise System, using (EDI) Electronic data Interface for online Invoicing
* I have worked in Accenture from July 1st 2011 to June 30th 2012.

**Process Applications Used:**

* Slack, SCRM Home Page, Oracle Public Cloud(OPC), Service Dispatch Central, Microsoft Visio Files, MS Outlook 2013, Aria People
* MSI Portal Application/Invoice Audit Application/Sales order Application/MSI SO Entry Application
* Inventory Inquiry/UPS Label Processing/LTL Calculator.
* Lots to ROG Price Check/ISF Report/ISF Audit Report and many more
* Microsoft Access Data Edit for Invoices
* Correcting Errors, Purchase Orders, RTV’s, and Adjustments in RMS.
* Correcting the Wrongly Entered RTV’s as credits by stores in MS Access.
* Used Strix Application which is related to the Imports to File ISF (Importer Security Filing)which is used in the US Market. Orange, California.

**Technical Skills:**

* Operating System: Windows: Windows (98, 2000, XP, 2007, 2008, 2010)
* Micro Soft office (MS Word, MS Excel, MS PPT, MS Note)

**Academic Profile:**

* B.com (Commerce) in ACCOUNTS Group from MES Institute of Management, Rajajinagar, Bangalore-10
* 2nd Year PUC (Commerce) from St, Josephs Indian Composite PU College, VM Road, Bangalore-01
* SSLC (10th) CB Bhandari Jain High School, Kilari Road, Bangalore-53
* Have Got First Class 65% in Bachelor of Commerce as Accounting Group.

**Professional Skills:**

* Skills on Using Excel Programs, Converting the PDF Files to MS Words Document, Professional Operating Systems, Converting Visio Files into PDF’s
* Computer Proficiency: Typing speed (80-85 wpm, 85% accuracy), Microsoft Office 2015.

**Achievements:**

* Was Elected as a Class Representative for MES Degree College Year 2009
* Got an Entrepreneurship Development Program Award from Intercollegiate competition Program
* Achievements in Glass Paintings, Collage Making, Art Attack.
* Served as a Cricket Player for Team in MES College & Corporate
* Was Conducting Talent Programs Among College & Corporate
* Had created the V&D Project for our Lead & Delegated the process manuals to the new employees

**Projects:**

* Worked on Factory Visit, Prepared Power point Presentation on stones Slabs and Tiles.
* Worked on “STONEARTS” giving Presentation which is initiating of newly launched stones and slabs.
* Worked on V&D Project’s in Oracle which was assigned by our Senior Manager

**Interests and Likes:**

* Listening to Music, Reading Books, and Entrepreneurship Programs.

**Personal Profile:**

* Date of Birth November 08, 1990
* Father’s Name Munaswamysa R Barad
* Gender Male
* Languages Known English, Kannada, Hindi.
* Marital Status Married
* Hobbies Music, Playing Cricket, Table Tennis.

**Place – Bangalore Govind Barad**