# CURRICULUM VITAE

**Adarsh Srambikkal**

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Objective:

To gain prominence in Business Administration with a continuous growth in knowledge thereby surpassing my own set standards re-inventing new techniques which enable the growth of the company.

Professional Experience:

Working as **Senior Process Executive** at **Infosys BPM Ltd** for **Cisco Systems** from 1-Nov-2015 to 13 August 2019.

Current Job Description:

Working for Honda as a Safety Driving coordinator. Conducting road Safety awareness training classes for learning license applicants.

Previous Client and Project Description:

**Cisco** is the leading supplier of networking equipment and network management for the Internet. Products include routers, Switches, hubs, Ethernet.

Cisco Systems, Inc. designs, manufactures and sells Internet protocol (IP)-based networking and other products related to the communications and information technology industry, and provides services associated with these products and their use.

Job Profile(Infosys):

**Nature of working in Order Management (Quote to Cash/Order to Cash):**

**(ERP Training which had been given to all cisco employees)**

**Order Booking:**

* Verification and scrutinizing the scanned copy of purchase order sent by customer via fax or online.
* Entering the order in Oracle R12 ERP tool for generating Sales order number.
* For generating a sales order, we enter customer ID#, Bill to address, ship to address, Items/maintenance ordered by customer, amount/price, discount if any, and order notes for reference in Oracle ERP.
* Once the necessary details as mentioned in the customer’s purchase order is entered, we proceed with booking the order and releasing the holds like shipping, maintenance holds
* Emailing the customer with sales order number generated against their purchase order sent to us.

Roles & Responsibilities:

* Handling Summary Quoting Entitlement Project
* Manage the process updates and to keep the team updated on the latest process updates
* Have sound process knowledge and able to resolve any customer complaint/priority request/escalation in a short period of time
* Handles esc/P1 within timeline and manages shift smoothly especially in night shift.
* Resolving of product and service and Technical related discrepancies (Contract related issues, quantity mismatch etc.) of customers / partners
* Weekly Quality review for the Team, analyzing the error for reverts.

Professional Achievements:

* Received a certificate of appreciation for 100% quality & was ranked 1st in productivity
* Recognized in the current team as a good team player and awarded a star performer in terms of Quality & Productivity
* Received many appreciations from SDEM (Service Delivery Manager)

Key skills:

* Anchoring the shifts.
* Goal Oriented, Customer Focused & Adaptability to new working environments and concepts.

Academic Record:

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| --- | --- | --- | --- |
| Course of study | Board/University | Year of Passing |  |
| BSc Computer Science | Calicut University | 2012-2015 |  |
| P.U.C | Kerala state board | 2010-2012 |  |
| SSLC | Kerala state board | 2009-2010 |  |

Technical Skills:

**Operating System:** Windows XP, 7.

**Application:** MS Office tools. (Excel, Word, PowerPoint & Outlook)

**Databases:** Oracle R12, ERP Tools, CRM (SFDC, At Your Service),

**Typing skill:** English typing (35WPM)

**Technical Skill:** Basic knowledge in C C++, SQL

Tools Worked On:

* Salesforce
* R12
* At Your Service
* Pega

Personal Circumstances:

**Father’s Name** - Kanakambaran S

**Date of birth** - 21 Jan 1995

**Marital status** - Single

**Nationality** - Indian

**Religion** - Hindu

**Languages Known** - English, Malayalam, Tami

**Permanent Address** - Srambikkal House, Kunnan Parambathu, Vengeri Kadu.

Declaration:

I hear by declare that all above furnished information are true to the best of my knowledge and belief

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| --- | --- |
| Place: Bangalore  Date: | Yours faithfully  (Adarsh S) |