

Harini N V
Executive Purchase and Order Processing

Address Chennai, TN, 600126

Phone 956 614 7913

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Passionate about delivering superior interactions with customers by hearing issues, requirements and requests to provide first-class customized solutions. Dedicated to identifying trends by analyzing customer records, purchases, inquiries and complaints to develop rapid solutions. Knowledgeable and dedicated customer service professional with extensive experience in Instrumental industry. Solid team player with outgoing, positive demeanor and proven skills in establishing rapport with clients. Motivated to maintain customer satisfaction and contribute to company success.

Skills

Customer Inquiry Management (CIM)

Order fulfillment

Stock

management CRM

Account management

Pricing structures

Excellent negotiation

skills Procurement

Vendor relations

Documentation

skills Purchasing

MS Office

Problem

resolution

Education

2012 - 2016

Bachelor of Technology: Biotechnology

Jeppiaar Engineering College - Chennai

75%

2010 - 2012

High School

Zion Matriculation Higher Secondary School, Chennai

70%

Work History

2016-06 - Current Executive Purchase and Order Management

Spincotech Pvt Ltd, Chennai, Tamil Nadu

ORDER MANAGEMENT :

- Maintained consistent communication with leadership team to manage customer service effectiveness by monitoring performance and assessing metrics.
- Receiving and validating purchase orders and cross checking with the opportunity in CRM.
- Processing the orders in ERP till logistics and payments.
- Reviewing the Orders open on weekly basis and updating the same to sales team and following up for execution.
- Checking the products in our Inventory and updating the stock status. Once the orders are completed, closing the same in CRM both as Order Intimation Sheet and Order Management Sheet and updating the records.
- For Bank Guarantees involved cases, getting the BG format from customer cross check with the PO and forwarding to Bank for getting it signed and sealed.
- For LC (Letter of credit), it varies depending on the customer interest. We will request for a draft LC and checking the points and if there is any changes requesting the customer to amend it and then informing to establish the LC. Once the supply is made submitting the original documents to Bank as per the LC and on the credit day payment will be credited in our account.

PURCHASE :

- I am independently responsible for the imports of two US products.
- If any customer enquires about the product, raising the request in SFDC portal and submitting the INR offer to customer.
- Raising Import Purchase order with the client.
- Giving Instructions to ship the product and following up for the documents required for customs clearance.
- Forwarding the documents to our CHA and filing the same to process the checklist. Once the checklist is raised cross checking the same with our documents and informing them to generate Bill of Entry (BOE).
- Handling with our freight forwarder for the delivery order.
- If the clearance is on High Sea Sales, preparing the agreement in Stamp paper and sending it to customer.
- And the customer will sign the agreement and will send it back to us. Once we received we will file the same with our CHA for clearance.
- Once the order is completed, processing the payment to our client in USD.

Personal Details

Name : Harini N.V
Father's Name : N. Venkateswaralu
Gender : Female
Date of Birth : 23-04-1995
Permanent Address : Plot No. 49B, ASK Nagar, Madambakkam, Chennai - 600126.
Citizenship : Indian
Languages Known : English, Telugu, Tamil.

Declaration

I hereby declare that the above furnished details are true to my knowledge.

Place : Chennai

Harini N.V