

## **Naina Rawat**

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### **Senior Procurement Analyst in Accenture**

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**OBJECTIVE:** Establishing a career in the industry and work as a key player in challenging & creative environment in a corporate company with committed & dedicated people, which will help me in achieving my personal and organizational goals. To work in a role where I can nurture my skills and develop as a professional.

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#### **ACCENTURE EXPERIENCE: (6 Months till Present)**

**(Procurement Operations):** Deliver a standard Core Model for worldwide Contract Management activities Starting with P2P processes: from the contract request, elaboration & approval, signature & storage, implementation, to archiving.

- I am responsible for help to US and Latam clients in the process of finding and agreeing to terms, and acquiring goods, services or works from an external source, often via a tendering and bidding Process.
- Also I am responsible to do analysis and solving of lower- complexity problems. Moderate level instructions on daily work tasks and details instructions on new assignments provided. individual contribution as a part of team within a focus scope of work.

#### **METLIFE EXPERIENCE: (4 Years)**

**(Contract Management):** Procurement Vendor contracts are maintained in Ariba after the original is scanned into the application. The team will carrying out the ACW related activities like Creation, Publishing, after the fact Publishing, adhoc contract search, linking contracts in parent child relationship for easier searches and maintain the database in a way that helps easier contract search which may include cleanup exercise from time to time.

- Maintaining online repository of contracts with the suppliers.
- Creating workspaces for existing and new contracts.
- Contract search in Ariba as per LOB's requests.
- Performing clean-up exercises to ensure correct status of workspaces.
- Work with the GOSC Global Procurement and US Global Procurement to develop an updated contract Parent/Child hierarchy that provides the end user with optimal search capabilities and implement the hierarchy in Ariba.
- Maintain the Ariba contracts repository, contract templates and key terms and conditions.
- Assist end users from Vendor Sourcing and Corporate Services with contract repository queries.
- Utilize end user, GOSC Global Procurement and US Global Procurement management feedback to identify process improvement opportunities on an ongoing basis.

**(E-Deploy)** Worked as Change coordinators (IT Operation), supporting different state side Stakeholders with approvals on any change/maintenance on servers.

- Works in a team as system admin for two internal portals (Metlink and My benefits).
- Deploy Access of features to new and existing end customers.
- Provide Assistance to state side Clients' request received on emails.
- Setup user profile and provide login access to internal and external end users and business groups.

- Add and remove required features to users' access.
- Probing on chat with clients when required.
- Internal audit for production on regular basis.
- Maintain self-production and Utilization records.
- Attend telepresence meeting with senior level decision makers when required.
- Monitor transactions on an ongoing basis and take corrective steps where necessary or make incremental improvements.
- Provide coaching and feedback to team members to enable them to improve their performance.
- Assist new hires such that they are productive on the floor in the shortest possible time frame.
- Handle escalations, Update and manage the process workflow (Manual and Automated) to effectively manage the Service Level for the process.
- Deliver accurate, quick and efficient customer service.

#### **ADDITIONAL RESPONSIBILITIES/ EXTRA INITIATIVES:**

- As a Vintage Resources, successfully trained 4 batches on all work-types of the process.
  - To collate the Reports and Trackers from the team & sending daily, weekly and monthly reports as per management requirement.
  - Handle Quality data on daily basis and report it to senior level.
  - Generate timely and accurate Quality reports for analysis.
  - Auditing the SOPs of the other process and helping in correction.
  - Preparation Process Dashboards on Weekly/Monthly basis.
  - Maintaining IT Downtime Tracker.
  - Preparation production summary and sending the transport roster for team. ☑☑Handling all types of Client Escalations from Onshore (USA) ☑☑Maintain 100% accuracy in work and timely achieved TAT.
  - Update the Lean Board of Process on daily, weekly, monthly Basis.
  - Initiating the Team Huddle on Daily basis and create MOM report.

#### **ACHIEVEMENTS:**

- 2 Value Story submitted based on Process Critically.
- Lean Certified for Process to reduce number of follow-ups.
- Recognized 3 GEM for the exceptional Performance in Process for the year 2015, 16, 17 & 18.
- Recognized for the impressive VOCs, received in 2016, 2017 & 2019- from State side.
- Create process Update Dissemination Tracker.
- Manage the team in the absence of Manager (July 2017)

#### **EDUCATION & PROFESSIONAL CREDENTIALS:**

- 10<sup>th</sup> and 12<sup>th</sup> from C.B.S.E Board from A.V.N Public School.
- B.A from Rajasthan University (English Literature).

#### **TECHICAL SKILLS/COMPETENCIES/CERTIFICATIONS:**

- Knowledge of MS Office - Word, PowerPoint, MS Excel.
- Certified and Trained on CET Session (Communication Excellence Team), Time Management, Coaching skills, Presenting Effectively trainings.
- Good typing speed 40 wpm (English).

#### **SOFT SKILLS:**

- Good communication, coordination and interpersonal skills.

- Able to smoothly manage team environment.
- Able to work with high productivity and quality in high work pressure and expectation.

**PERSONAL DETAILS:**

- Hobbies : - Yoga, Aerobics, Listening Music
- Gender : - Female
- Language Skills : - English & Hindi

**DATE & PLACE    SIGNATURE**



