



SHWETHA MOGAVEERA

SENIOR ANALYST

ADDRESS :

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Contact :

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EDUCATION

Bachelor of Science (2012-2015)

Mangalore University

PUC- PCMB (2010-2012)

KSPUEB

TECHNICAL SKILLS

- SAP
- SAP Ariba, Fiori
- SFDC, Guts
- Smart Quote
- Oracle
- MS Office

CREATIVE SKILLS

- Leadership
- Networking
- Multitasking
- Presentation skills

CAREER OBJECTIVE

Seeking a position to utilize my skills and abilities in an esteemed company that offers professional growth while being resourceful, innovative and flexible contributing to the success of the company.

WORK EXPERIENCE

Senior Quality Analyst (OTC)

HCL Technologies Limited | Aug 2021-Current

- Created Microsoft forms for all the parameters and implemented audits and trained the teams on same
- Publishing the reports for the Transaction monitoring audits
- Updating Taxonomy and Risk profiling for all the processes
- Performing the audits for Account setup, maintenance and publishing the quality reports regularly

SME-General Accounting Ops New Associate

(LinkedIn - Order to Cash/Google - Procurement)

Accenture Solutions Pvt. Ltd. (DEC 2016- Aug2021)

Billing Support/Vendor Management- OTC

- Analyzing the Billing queries received from the internal teams (Cash Apps, Collection, Sales, and Order Mgt.) as well as external customers of LinkedIn.
- Efficiently handling requests within 8 hours of SLA.
- Handling smooth transfer of responsibilities to different internal teams, E.g. Applying payment should be sent to Cash Apps team.
- Effective utilization of Oracle by revising invoice, creating new customer, making account relationship, new billing contact change.
- Providing billing explanation based on request sent by customers

Procurement- SAP Ariba Transition

- Planning & procurement of goods and services for the customer
- Preparation and processing of requisitions and purchase orders
- Creation of Purchase orders in Pivt and Oracle and with the GUTS and TRIX application
- Identifying cost competitive sources for goods and services with essential quality standards
- Follow up with the logistic team for delivery the product on time and chasing on PO fulfillment on OOR
- Responding to customer queries with in 24hrs timeliness with 100% quality
- Working on the SAP transition- Testing on the PO creation, PR creation and MRU upload etc and Picking additional tasks- Working on bulk edits, PO cleansing, work allocation and preparing the reports and Training team on the same.

ACHIEVEMENT

- Portal Cleanup Project - Profited the client with Millions (\$7.1 million) (Rewarded by the clients and internal management)
- Multiple process improvement projects accomplished
- Billing Process transition RKT for LinkedIn Project
- Transition handled for Oracle to SAP/SAP Ariba
- Received My stellar/I Excel and many spot/Star of the business awards
- Also been the Fastrack(Extraordinary) performer
- Created Transaction Monitoring/Ideation form for Quality purpose

LANGUAGES KNOWN

- English
- Hindi
- Kannada

INTRESTS

- Hand Crafts
- Reading
- Dance

Place: Bangalore
Dated:

Process Associate (Supply chain management)

Hewlett Packard-Inc (JAN 2016 to SEP 2016)

- Customer chosen products sent to us are validated and processed for internal checks. Create the quote (Order) and send for approval
- Customer query handling based on the products

Additional Responsibilities :

- Responsible for preparing the SFDC (Work Allocation) report and sharing with the management on daily basis
- Accountable in ensuring the Daily, Monthly and Yearly Deliverables are met.
- Training and planning the KT task for the new joiners.
- Creating and maintaining good relationship with internal and external customers.
- Preparing 3x3 Metrics, SLA Tracker & Quality Check for Management Reporting. ✎ Prioritize by organizing workflows associated with high profile clients to deliver within TAT and meet Key Challenges like SLAs when volume is high.
- Created presentations for all important client visits to ensure good understanding of the process and to share with the team.
- Taken the initiative to take calls on the client issue and resolving the queries in the team and building rapport with them to resolve any issues.
- Conduct Process refresher training to the team
- Organize client calls in flagging issues/queries ✎ Preparation of Daily dashboard and circulating it to the SDL ✎ Sampling quality checks internally performed by assigned Representatives
- Providing resolution to Customers/Stakeholders on priority
- Active member of the Employee Engagement Team and currently hold the complete responsibility of conducting the Floor activities.
- Experienced in handling the Deal team outing and managing Cultural programs at deal level.

Signature
Shwetha Ananda Mogaveera