



MONIKA B.RANDIVE

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Professional Synopsis

To utilize my full potential & contribute my best knowledge for an organization. I want to be a part of an organization where I can explore the potential .

Present & Previous Employee

A dynamic professional with 7 years of experience in Project Coordination in E-commerce & Interiorsector.

- + Account and Escalation Management Specialist at “Shiprocket-delhi (May’22- till Date)
- + Worked with Homevista Decor & Furnishing Pvt Ltd as a Project Coordinator (July 2019 to Dec 2022)
- + Worked with Xpressbees logistics Pvt Ltd as a Senior Client Executive (2017 to Jun'2019).
- + Worked with Gati Ltd. Hyderabad as a Project Executive-operation (2014- 2017).

Professional Achievements

1. Account & Escalation Management Specialist at “Shiprocket”- Delhi

Roles and Responsibility- Account Management

- Serve as the lead point of contact for all customer account management matters
- Build and maintain strong, long-lasting client relationships
- Develop trusted advisor relationships with key accounts, customer stakeholders and executive sponsors
- Ensure the timely and successful delivery of our solutions according to customer needs and objectives
- Clearly communicate the progress of monthly/quarterly initiatives to internal and external stakeholders
- Prepare reports on account status

Roles and Responsibility- Escalation & Conflict Management

- Leading the escalation resolution in organization based on the escalation criteria specified by the organization
- Assembling the escalation management team which includes the incident owner, problem owner, and other professionals in the specified area of expertise

- Establishing accurate expectations from the escalating procedures, enforcing relief to the customers, and reviewing the situation appraisal formulated by the escalation team for ensuring the consumer satisfaction throughout the escalation process
- Developing an escalation management plan as per customer and Organization requirements, adding additional resources for escalation process if required.
- Informing the customer about the escalation performance metrics, reviewing the root cause of escalation for improving the escalation procedures

2. Key Account Management at Gati KWE & Xpressbees Logistics.

Strategic Tasks

- Requirement gathering, discussion and recording in coordination with all stakeholders for different projects (or Clients)
- Handling and tracking changes from base order.
- Operational Communication in case of any operational embargoes.
- Customer Communication towards daily operational issues.

Operational Tasks

- Managing the forward movement of delivery, Return delivery to all the clients centrally.
- Handled E-commerce operation, controlling stock of PAN India.
- Doing root cause analysis for highly escalated cases and coming out with suitable solutions.
- Coordinating with the service team to solve complaints, execute tasks, implement new process/process change and escalating the problems faced by the team to the top management.
- Daily Stock Reconciliation on ADD, & Daily Operational Performance MIS
- Resolution of operational cases in terms of Stock Mismatch/ RTO Mismatch
- DEPS & UCG Management, Customer Complains bridging the gap between various teams
- SOP adherence, Data Analysis & to provide readily available reports to the management, to provide ontime resolution, to drive management instructions across different teams.

3. Customer Success Representative in Homevista décor & Furnishing Pvt Ltd, Pune.

Roles and Responsibilities

- Project coordinator for the Customer during the production & installation Phase.
- Handling customer escalations during production/Installation
- Support customer in case any issue/concerns post installation/deliveries.
- Ensure response from all the team members, stakeholders in case any queries to the client at any stage of delivery.
- Ensure accounts receivable from customers

Other Ad-hoc Activities and roles

- Sending out emails for Final feedback & warranty documents Google review survey on closed project
- Handling additional activities of Admin, Petty cash, official asset, day to day data management of any requirements to the team members apart from CSR activities.
- Spoc to the central team in respect to HR activities, New joinees, FNF, PF etc.

Educational Credentials:

- Attempted MBA 2nd Sem (Central India College, Nagpur)
- B.sc In an Industrial science from YCMOU in 2014 with 75.06%.
- Diploma in Electronics & telecommunication from Priyadarshini polytechnic college of Engg. & Technology in 2007 with 69.00%.
- SSC from Hindustan High school, Nagpur in 2004 with 79.69%.

Certification:

- Pursuing Six sigma Green Belt & Black Belt from Henry Harvin online coaching Institute

Interpersonal skills:

- Excellent analytical and reasoning skill
- Positive attitude towards work
- Confident, Self-Starter, and having problem-solving skills.

IT Skills: -

MS-Office Applications (Word, Excel, Power Point, Outlook)