

A performance driven professional targeting senior level Assignments in Operations & commercial, O2C, Product Training, Retail, Procurement, Cosmetics Industry, Associate International Voice

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Key Impact Areas

ORDER TO CASH(O2C):

Manage collections, resolve disputes, recommend improvements, track past dues, process requests, and deliver exceptional service while working collaboratively with the team and escalating issues as needed

Product Training and Development:

Product training is crucial for business success. It equips staff with knowledge to understand and communicate product benefits, improving customer satisfaction and sales
Bottom of Form

GeM and other government bid portals:

Relevant sales, bid management, proposal management, or project-based work like AAI, RELIANCE, AIR, BECIL, AAR, ADNI Airports
Oversee bid process, prepare proposals, manage consortiums, track tenders, coordinate with clients/partners, and support marketing/sales teams.

Procurement and Data Analysis:

Procurement and data analysis are vital for informed decision-making. They provide insight into spending patterns, supplier performance, and cost optimization

Support Associate International Voice:

Associate offers phone and email support within service level agreements, ensuring timely assistance. Customer satisfaction is paramount, given their impact on experience. They address system issues, improve processes, and collaborate, maintaining operations and enhancing relationships with sellers.

Education & Credentials

- **2020-22:** MBA Marketing (JAIPUR University)(Distance)
- **2009-11:**Graduate B.A ECO (DELHI University)
- **2007-09:** Diploma in CAH (Cosmetology and Health)**Meera Bai Institute of Technology DELHI**
- **2007:** 12TH (CBSE DELHI)
- **2005:** 10TH (CBSE)

Customers Handling Skill

- Tata Advance System.
- Airport Authority India.
- RELIANCE INDUSTRIES LIMITED.
- Vikram Solar.
- Shivakriti International Ltd.
- AIR, BECIL, AAR, ADNI Airports.

Internationals Customer Handling Skill

- Mopiens (KOREA)
- Qatar Airway
- Bin Omran Trading (Qatar)
- FIFA WC (BOTT)(Qatar)
- Madaf Trading & Contracting(Saudi Arabia)
- ATRTEL-Africa-(Nigeria)

Career Timeline



Professional Experience

Since Jan'19 with TRIDENT STRUCTURES Pvt Ltd as Manger

Highlights:

- Payments & take remedial action in consultation with Management.
- To ensure end to end coordination with Debtors/Vendors & Accounts Team.
- Billing and MIS reporting.
- Oversee daily operations, including sales, purchasing, payroll, training, and production planning.
- Conduct collection activities for past due invoices and invalid deductions on allocated portfolios using email, phone calls, and other communication methods.
- Manage bid process, prepare proposals, track tenders, coordinate partners, and ensure quality.
- Conduct research and analyze disputes and deductions in ERP system, working with various departments to obtain supporting documents for dispute resolution.
- Bid, tender, RFP in System Integration.
- Work as a collaborative and supportive teammate to process any ad-hoc requests in a timely manner.
- Cash Application Processing team management, Cash Flow Monitoring, Reconciliation, Finance Agility
- Order to Cash Processing optimizes working capital, ensures revenue management.

Feb'16 - Dec'18 with, QATAR AIRWAYS IN INTERNATONAL DOHA AS Manager(B2B)

Highlights:

- Strategic planning and forecasting, sales and marketing, budgeting and cost control, communication and interpersonal skills, and project management.
- Emphasize your ability to build and maintain strong relationships with customers, develop long-term business strategies, execute sales and marketing plans, manage budgets, communicate effectively, and plan and manage projects.
- Recommend process and automation improvements to streamline collections efforts and provide daily reporting on individual portfolios to track past dues.
- Deliver exceptional customer service by responding quickly to internal and external inquiries, processing ad-hoc requests, and escalating issues as needed
- Highly proactive Seller Support Associate, ensuring end-to-end ownership of seller interactions with exceptional, prompt, and professional service. Expert in effective communication and adeptly handling sensitive issues and escalations, portraying the company positively.
- Voice support roles for Qatar duty free.
- handle customer inquiries, resolve issues, and maintain a positive and professional demeanor during calls
- Work with the team to understand the needs of the client and respond accordingly to achieve their business goals.

Nov'12 - Jan'16 with DELHI DUTY FREE AS assistant manager IN M.A.C COEMETICS

INTERNATIONAL(D2C)

Highlights:

- Assists manager by performing related duties.
- Communicate, plan, monitor, and appraise job results to support staff
- Support staff, coach, enforce policies, procedures, standards.
- Identifies strategic goals by gathering pertinent business, financial, service, and operations information.
- Stay current via training, networking, and publications
- Ownership mindset to achieve organizational goals through innovative contributions