



REKHA A. C.

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Seeking assignments in Client Relationship/ Customer Service/Supply Chain/Business Operations with a progressive organization of repute that offers good work life balance with opportunities to learn and grow

SYNOPSIS

- A competent professional with over 15 years of quality experience in Customer Service, Client Management, Supply chain and allied functions.
- Key skills -
 - Customer Relationship Management – internal & external
 - Preparing, analysing and presenting reports to management
 - Coordinating with internal departments like credit services, imports, sourcing, distribution and sales to ensure smooth business flow
 - Material planning, stock deployment and allocation, forecast analysis, order processing and fulfilment
 - Good communication, interpersonal & problem solving skills.
 - Ability to interact with all levels of management within own and customer's organisation with propriety and effectiveness

EXPERIENCE

Year 2015 till date : Career break for being a fulltime Mother

Jul'03 to Jan'15 3M India Ltd., Bangalore

Position: Sr.Analyst - Business Operations & Supply Chain

KEY DELIVERABLES:

Client Relationship Management

- Interact with customers for streamlining order details, road permits, advance payments, order short closing, pending payments, material availability etc
- Order Status and Advanced Shipment Notification reports monitored and sent regularly to customers

- Ensure regular continuous interaction with key customer to address areas of concern
- Visit customers with sales team as a relationship building exercise

Operations Management

- Ensuring customer order processing till the consignment reaches customer's door.
- Accountable for demand planning. And stock deployment to various branches all over India
- Communicating and co-ordinating with other departments like vendor, imports, sourcing, warehouse, distribution and sales & marketing to resolve inquiries.
- Acting as a first point of customer contact for general inquiries like pricing, products, availability, delivery scheduling
- Generating reports like monthly sales analysis, forecast accuracy and stock deployment and presenting to management in monthly meetings
- Leading / supervising a team of customer service staff

Supply Chain Management

- Stock Transfer & Inventory Management at all branches across India
- Working with Inventory, Procurement & Imports team for sourcing of stocks
- Co-ordinate with Distributors/Customers for Order processing
- Planning of stocks for Order execution
- Scheduling of delivery
- Co-ordinate with Logistics company/transporter for on time delivery
- Sorting issues with regard to in-transit damage or delivery issues

Jul'97-Jun'03 Bharti Mobile Ltd. (AirTel), Bangalore

Jul'95-Jun'97 Cosmos Watch Industries, Bangalore

Position: Executive Assistant / Admin Assistant

- Providing administrative support involving handling of official & confidential correspondence, document flow, screening telephone calls, attending visitors and directing various queries to relevant departments.
- Fixing appointments & meetings, keeping meetings calendar up-to-date, preparing synopsis of reports and presentations received from officers as well as preparing Minutes of Meetings.
- Preparing presentation material for conferences & board meetings
- Travel and accommodation planning and facilitating

ACHIEVEMENTS

At 3M India Ltd.

- Recognised as a Star Performer in 3M
- Above par performance ratings for consecutive years
- Managing customer service for multiple divisions like Commercial Graphics, Personal Safety, Traffic Safety Solutions and Optical Solutions Divisions
- Successfully executed orders for large pan India projects for Canara Bank, Axis Bank, ICICI Bank, IBM, Indian Railways, Vodafone, Reliance, Café Coffee Day

- Single point of contact in customer service for projects for Commonwealth Games 2010, HSBC, HDFC Bank, State Bank of India, L&T, HPCL
- Streamlined order entry process for display & graphics business and replicated the same in other locations in India
- Led and successfully implemented 3M India's first online ordering system – EOC across the company

At Bharti Mobile Ltd. (AirTel)

- Received Best Employee Award for the year 2002.

PROFESSIONAL ENHANCEMENT

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| • Working with the King (Customer Service) | 3M India Ltd., Jan'10. |
| • E=mc(2) customer engagement | 3M India Ltd., Feb'09. |
| • Presentation & Communications Skills | 3M India Ltd., Oct'07. |
| • Managerial Effectiveness | 3M India Ltd., Apr'07. |
| • Team Building | 3M India Ltd., Aug'06. |
| • Time Management | 3M India Ltd., Nov'06. |
| • Six Sigma Green Belt | 3M India Ltd., Nov'03. |
| • Customer Service to Customer Care | Bharti Mobile Ltd., Oct'02. |
| • Business Communication | Cosmos Watch Industries, Aug'96. |

EDUCATION

2008	Post Graduate Diploma in Customer Relationship Management
1995	Diploma in Commercial Practice

PERSONAL INFORMATION

Date of Birth: 6th July, 1976

Address: No.1267, 1st Main Road, MCECHS Layout, Dr.Shivaram Karanth Nagar, Bangalore – 560077, India

Language Proficiency: English, Hindi & Kannada

REFERENCES:

1. Mr. Jayaraman Natarajan (Nats) – presently Director, APAC Sourcing & Packaging, 3M
2. Mr. Jagdish Kini – former CEO, Bharti Airtel-India, Author & Business Coach
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