

# SAKSHI SINGH

## Immediate Joiner

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## Professional Summary

Results-oriented professional with over 4 years of experience in order management, customer relationship management (CRM), and process optimization. Skilled in SAP SD modules, credit management, and B2B collections. Strong expertise in delivering exceptional client experiences, analyzing workflows, and driving operational efficiency.

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## Key Skills

**Technical Skills:** Order Management, Customer Relationship Management (CRM), SAP SD Modules, B2B Collections, Payment Processing, Workflow Optimization, Data Analysis, Credit Management, ERP Systems (PeopleSoft, SAP), Business Intelligence (BI) Reporting, Data Validation, Project Coordination, Technical Writing, Process Improvement.

**Interpersonal/Soft Skills:** Client Relationship Management, Problem-Solving, Time Management, Team Management, Cross-functional Collaboration, Effective Communication, Empathy in Customer Support, Adaptability, Attention to Detail, Analytical Thinking.

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## Professional Experience

### Technical Advisor II

*Concentrix + Webhelp, Gurugram*

**Client:** Amazon Blink | June 2024 – Dec 2024

- Delivered high-quality email support, ensuring customer satisfaction through clear, empathetic communication.
- Acted as Subject Matter Expert (SME) to monitor and enhance team performance, ensuring resolution of technical issues.
- Conducted root cause analysis for recurring customer issues, providing actionable insights to improve product performance and reduce support ticket volumes.
- Collaborated with cross-functional teams to escalate and resolve complex customer concerns, ensuring minimal disruption and prompt resolution.
- Trained and mentored team members on effective communication techniques and technical troubleshooting processes to improve overall team efficiency.

- Utilized CRM tools to track, document, and resolve customer interactions, ensuring accurate and comprehensive records for future reference.
- Proactively identified process improvement opportunities to streamline support workflows, reducing resolution time and enhancing the customer experience.
- Analyzed customer feedback trends to recommend service enhancements and contribute to product development discussions.

### **Senior Solution Engineer**

*Quattro Business Support Services, Gurugram*

*Client: TD Synnex | May 2022 – June 2024*

- Managed end-to-end B2B order processing, including payment and credit assessments using SAP SD modules, ensuring accurate and timely order fulfillment.
- Monitored payment terms (Net 30/Net 45) in SAP SD, utilizing transaction codes to track outstanding balances, and ensured timely reminders and collections from customers.
- Conducted profile verifications for resellers using ION and Data Sheets, integrating verified data into SAP for seamless order management.
- Utilized SAP Sales and Distribution (SD) modules to streamline sales order processing, credit checks, and invoicing workflows.
- Analyzed order-to-cash (OTC) data in SAP to identify inefficiencies and recommend improvements to enhance operational performance.
- Collaborated with the Credit Team to process open orders in SAP, adhering to predefined credit limits and financial policies.
- Generated comprehensive financial and operational reports using SAP tools to support decision-making and performance tracking.

### **Order Management & CRM Analyst**

*Testbook Edu, Pune*

*Oct 2020 – Dec 2022*

- Oversaw the structured organization and management of content delivery pipelines, ensuring seamless integration with customer relationship management (CRM) systems for enhanced user experience and engagement.
- Analyzed and optimized workflows for managing e-learning content related to UPSC and SSC exam preparation, improving efficiency and user satisfaction metrics.
- Utilized CRM tools to track, prioritize, and manage content updates based on user needs, ensuring timely and targeted releases.
- Translated, proofread, and localized diverse content, maintaining alignment with client specifications, cultural nuances, and organizational quality standards.
- Collaborated with cross-functional teams to monitor customer feedback, identify trends, and refine content strategies for greater retention and satisfaction.
- Ensured adherence to stringent quality standards by reviewing, editing, and proofreading materials, meeting project deadlines and aligning with customer expectations.

### **PeopleSoft Consultant**

*SRDT Pvt Ltd, Lucknow*

*Jan 2019 – Sept 2019*

- Provided technical support for PeopleSoft ERP applications and facilitated seamless data migrations.
  - Developed Business Intelligence (BI) reports for actionable insights and operational decision-making.
  - Conducted client discussions to gather requirements, clarify expectations, and ensure alignment of project goals.
  - Coordinated with cross-functional teams to conduct thorough testing of ERP systems, ensuring data integrity and system functionality.
  - Configured and managed the Business Rules Engine (BRE) to automate business processes and enhance system performance.
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## Education

- **MBA (Information Technology & HR)** – Swami Vivekanand Subharti University (2023 – Pursuing)
  - **BA (Sociology & Political Science)** – Mahatma Gandhi Kashi Vidyapith (2018)
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## Certifications

- SAP SD - OTC Certification (Udemy)
  - Client Management & Relationship (LinkedIn)
  - Cyber Security Awareness Course (KnowBe4)
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## Awards & Recognitions

- Top Scholar Gold Medalist in Diploma
- Best Performer Award in Vocational Training
- Received client recommendation for outstanding operational contributions.
- Awarded Recognition by Concentrix for best customer satisfaction score.