

# Akanksha Gandhi

## Russian Language Expert

I seek challenging opportunities where I can fully seek my knowledge and skills for the success of the organization



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DELHI

## SKILLS

SAP ECC

MS Excel

Powerpoint

Outlook

Primary Research

Secondary Research

Data Analytics skill

Problem Solving Skills

Communication

Leadership

Interpersonal skills

## LANGUAGES

Russian

Full Professional Proficiency

Spanish

Professional Working Proficiency

English

Full Professional Proficiency

Hindi

Native or Bilingual Proficiency

Punjabi

Native or Bilingual Proficiency

## STRENGTHS

Leadership skills

Interpersonal skills

## WORK EXPERIENCE

### Bilingual SAP SD Consultant- Package Implementation (Russian)

LTIMINDTREE

05/2023 - Present

Navi Mumbai

#### Responsibilities

- Proactively supported as a consultant to improve process quality, reduce and resolve open tickets in Service Now and improve overall cycle time
- Provide SAP SD support for smooth and streamlined Sales Process
- Experience of solving day to day Incident management and change management issues of business customers and users
- Coordination with end users and client for giving acceptable solutions with critical, high, medium and low priorities within a time limit to maintain SLA and KPIs.
- Provide ongoing EDI support to internal teams and clients
- Created Sales orders, Deliveries and billing
- Provide language support to all the internal and external teams

### Russian Research Analyst

TechSci Research Pvt Ltd (ChemAnalyst )

10/2021 - 05/2023

ChemAnalyst was a subsidiary company of TechSci Research . In October 2022, They have separated these two companies

#### Responsibilities

- Conducting Primary and Secondary Research in Chemical and Petrochemical domain
- Capturing Market Insights and Benchmarking Price movements
- Interviewing Industry Experts (Russian language)
- Publishing news in Russian language
- Making reports in Russian language
- Demand- Supply movement by Primary and Secondary Research
- Analyze consumer preferences to determine the potential Sales of the company services

### Russian Customer Support and Travel Sales Executive

Tripfactory, Bengaluru

04/2021 - 09/2021

#### Responsibilities

- Sales of Travel and Tourism Packages by interacting and convincing Russian Customers
- Present proposals and recommendations to management on cost saving initiatives and improved service related to Travel.

### Russian Language Translator

Oya Associates- Language Consultancy

03/2020 - 12/2020

#### Responsibilities

- Research , Writing and Translation

## EDUCATION

### Master of Russian (Hons)

Jawaharlal Nehru University

07/2020 - 06/2022

### Bachelor of Russian (Hons)

Jawaharlal Nehru University

07/2017 - 05/2020