

Creative Operations Specialist skillful in executing effective operating rhythms and management systems structures. Expertise in analyzing, articulating and solving various problems. Analytical and organized professional comfortable working independently or as part of team.

## Skills

- Sourcing and Non Sourcing Work Order.
- Team collaboration
- Customer relations and relationship building
- Scope preparation
- Parts procurement and sourcing
- Work Order Management
- Parts Sourcing & RMA
- Vendor Onboarding.
- Invoice Coordination
- Procurement/P2P Cycle (End-to-End process)
- Scheduling and time management
- Negotiation skills
- Technician dispatch coordination
- Stakeholder engagement
- Resource allocation
- Technician Dispatch
- Quotes & Estimates
- Escalation Resolution
- Logistics coordination

## EXPERIENCE

### OPERATIONS SPECIALIST /

Keefe UP – US Process, Bangalore

December 2024 - Current

- Home Warranty Services – U.S. Market
- Manage end-to-end warranty claim processes for major clients, including ORHP, Electrolux, GE, Aegis, NRG, American Water Resources, Domestic & General, and Latchel.
- Created, verified, and maintained accurate work orders for sourcing and non-sourcing jobs.
- Managed and tracked a high volume of on-site repairs using ticketing system Steak.
- Dispatched work orders to regional technicians for repairing issues at client locations.
- Coordinated technician dispatch by evaluating job scope, availability, location, and SLA timelines.
- Prepared clear scope of work and job instructions to support accurate field diagnosis and repair execution.
- Conducted customer verification calls to confirm appliance issues and document troubleshooting

- Prepare and submit service invoices and authorization claims on client-specific portals, ensuring accurate documentation and timely payment approvals.
- Negotiate bids and labor rates with technicians and subcontractors to achieve cost-effective solutions without compromising service quality.
- Collected and validated technician reports to confirm service completion, labor performed, and part usage.
- Performed quality checks on technician diagnosis reports to verify accuracy before submitting claims to clients, reducing rejections, and rework.
- Submitted service invoices and authorization claims through client-specific portals to ensure timely payment processing.
- Handled escalations involving customers, technicians, and warranty providers to minimize service delays and improve customer satisfaction.
- Verified invoice and submitting on portal for billing.
- Monitored SLA performance and client-specific requirements to reduce claim rejections and operational delays.
- Tools: Streak, Front, Assignr, Aircall, Keepecare

### **SERVICE COORDINATOR**

*Global Velocity, Bangalore*

*October 2023 - July 2024*

- Coordinated service delivery between clients and internal teams.
- Managed and tracked a high volume of on-site repairs through an advanced ticketing system, ensuring timely resolution.
- Dispatched work orders to regional technicians for field repairs across multiple client locations.
- Prepared detailed Scope of Work (SOW) documents for technicians, outlining issues, requirements, and site visit details.
- Implemented optimized dispatch schedules, reducing technician travel time and improving job completion rates.
- Prioritized and assigned tickets based on severity, resource availability, and SLA urgency.
- Used real-time tracking tools to monitor technician location and job progress.
- Improved first-time fix rate (FTFR) by ensuring accurate problem triage before dispatching technicians.
- Streamlined communication channels between customers, dispatch team, and field technicians.
- Established escalation procedures for high-priority incidents to ensure immediate action.
- Managed shift planning and resource allocation to maintain 24/7 dispatch coverage.
- Introduced performance dashboards to track technician productivity and workload distribution.

### **SERVICE DISPATCH SUPPORT COORDINATOR - US CLIENTS**

*Diversified India Pvt Ltd, Bangalore, India*

*April 2023 - August 2023*

- Managed and tracked a high volume of on-site repairs using ticketing system (ConnectWise)

downtime

- Prepare comprehensive pack lists for warehouse team, ensuring accurate and timely deliveries
- Enter detailed notes in the ticketing system to ensure accurate documentation of customer interactions and issue resolutions.
- Conduct research on warranty information for products and facilitate RMA repairs as required, ensuring timely resolution for customers.
- Coordinated visits with internal and subcontracted technicians
- Collaborate with the engineering team to determine part specifications and address any technical needs for efficient problem-solving.
- Develop and update support documents to provide comprehensive and up-to-date resources for both internal and external stakeholders.
- Review and approve invoices from subcontracted field technicians and vendors, ensuring accuracy and adherence to financial guidelines.
- Performed post-visit ticket analysis, including time on site, scope completion, RMA part returns, and process adherence
- Performed invoice quality control by verifying rates and ensuring accuracy of information
- Communicated with vendors to resolve invoice issues and exchange information
- Prepare and close out ticket billings
- Tools - ConnectWise , Service Now , DivDtech Dispatch

### **Operation Buyer**

*ABITA Innovation PVT LTD, Bangalore*

*February 2019 - March 2023*

- Overview and configuration of SAP enterprise structure.
- Configuration of MM organization structure (e.g., plants, storage locations, purchase organizations).
- Master data management – Creating material master records, purchasing info records, vendor master records, defining payment terms, and setting accounting groups
- Configuration of internal and external purchase documents, including RFQs, maintaining quotations, goods receipt/issue, and invoice verification.
- General issue handling for SAP MM (related to login, material, GR, and vendor master).
- Managing version control for different types of purchase orders.
- Release strategy for purchase orders and requisitions.
- SAP reporting and configuration of import procurement and pipeline procurement processes
- Managing confirmation control keys and configuring partner functions.
- Releasing purchase orders and monthly schedules to vendors based on required requisitions, while maintaining safety stock and calculating reorder points based on standard lead time and daily consumption.
- Bidding RFQs to qualified suppliers, comparing quotes, conducting feasibility studies, negotiating prices, and evaluating vendor delivery performance.
- Coordinating with vendors to ensure timely material delivery and avoid line stoppages

- Tools - SAP MM / Ariba / JDE / Maximo

## EDUCATION

B.E in Electronics & Comm Engineering  
SECAB College of Engineering

HSC Maharashtra Board

SSLC Maharashtra Board