

KOMAL ADHIKARI

CUSTOMER SUPPORT EXECUTIVE

CONTACT



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Pune 4110-23

SKILLS

SAP ERP(version 7)	Tally with GST
MSCIT	Customer service
Basic Excel	Communication
Time management	Problem solving

EDUCATION

M - COM

SINHAGHAD INSTTUTE

(PURSUING)

Masters of Commerce,

B - COM

SINHAGHAD INSTTUTE

2017-2020

Bachelors of Commerce,

LANGUAGES

English

Hindi

Marathi

PROFILE

I look forward to work with an organization which offer a challenging opportunity to enhancing my knowledge, skills and experience that would allow me to contribute towards achieving the organizational goals to the best of my potential. My goal is to be an integral part of a forward-thinking team, driving success through a harmonious blend of integrity, creativity, and unwavering commitment to excellence.

WORK EXPERIENCE

TECH MAHINDRA BUSINESS SERVICES PVT LTD 2021-2024

SAP SUPPORT (20/12/2021 - TILL DATE)

- Responsible to manage the supply chain for equipment required to build towers via SAP MM system.
- Placed orders for mobile towers part with the help of SAP application.
- Managing daily operations through TMS (transport management system).
- Managing and updating the price of parts with the help of SAP application.
- Imported and exported data from SAP databases, used automatic outlining, Inserting subtotals, Creating advance filters and using database functions.
- Dealing with the clients and customers.
- Resolving customers issues via emails and teams calls.

PROJECT 2

ID NETWORK PLANNER.

- Customer End Process (CE) General building estimates and performed precise calculations using BT Openreach application, maintaining 100% quality standards.
- Working on SAP application - GRN, PR and ORDER BOOK.
- Calculations and fetching information from BT application.
- working on the customers requirment and solving their challenges.

ADDITIONAL INFORMATION

- Experienced customer support professional for 2.5 years.
- Providing technical support and communicating technical information to the non technical.
- Working collaboratively with cross-function teams. Adept at providing excellent customer service and ensuring customer satisfaction.

ACCOMPLISHMENTS

- Two times best performer of the quarter in Tech Mahindra.
- Appreciated with bravo award.