

MARY SANDRA

SUMMARY

8 years of experience in customer coordination and vendor management.

To work in a dynamic technological landscape, to contribute to my employer's interests and goals by leveraging my education and experience. Deliver to the best of my ability towards the growth and development of a progressive company. To fully use my interpersonal and academic skills to pursue a challenging and rewarding career

EXPERIENCE

Associate project coordinator, 10/2020 - Current
NetApp india Pvt Ltd. - Bangalore

- Manage all processes relevant to the successful delivery of Professional Services for our Accounts including: review of user, and logistical requirements, contacting customers and obtaining scheduling details, identifying tasks and resources, assigning, and coordinating resources, and closing the project after delivery
- The types of tasks this individual is responsible for are generally routine in scope and build skills in basic practices and procedures.
- The processes used to solve problems are clearly defined.
- Work collaboratively with professionals in several service functions, with a focus on assisting the account teams, PS managers, and PS resources through the life cycle of the projects
- Monitor project activities and engage with customers, consultants, and account teams to resolve issues and delays
- Confirm scope of engagements with customer and account team, obtain timeline and source projects based on skill set requirements and geographic location
- Organize and attend planning meetings to confirm Logistics prior to engagements
- Request and manage Contract Delivery Partners: determine assignments, establish schedule, introduce project information, and address escalations
- Train new Service Coordinators
- Participate in tool and process UAT

Partner Service Manager, 06/2018 - 10/2020
Hewlett Packard Enterprise - Bangalore, India

- Initial point of contact for partners, providing first-class service support and L1 escalation to the appropriate teams.
- Working on MDF (marketing development fund) support queries raised by partner, and also help partner to update the relevant documents to avail the claim.



CONTACT

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SKILLS

- Expense management
- Schedule planning
- Project coordination
- Resource allocation
- Team management
- Project problem-solving
- Customer relationship building
- Outstanding customer service

- Query and Dispute management. Working on highly critical issues based on the priorities.
- Publishing of weekly, monthly and quarterly status reports along with anomalies and abnormalities.
- Metrix preparation for monthly partner performance call, and internal reviews.
- Having weekly calls with partner to understand their issues and get it resolved within the given TAT.
- Work with internal financial teams on over payment, short payment, and billing issues raised by the customer.
- Holding the SLA based on the priority and severity.

Project Co-Ordinator, 04/2015 - 06/2018

Cisco systems India Pvt. Ltd. - Bangalore, India

- Primarily follow up on the cases on a timely matter.
 - Contact the unresponsive customers when they are pending on the case.
 - Contact the engineers when they are pending on the case or if the customer requires their attention.
 - Appropriate follow-ups, increasing the customer satisfaction.
 - Reducing the backlog size keeping a healthy backlog.
 - Register each reviewed SR in the database. Review cases scheduled for follow up, closure etc., and schedule next revisions.
 - Deliver a weekly, monthly and quarterly report for all case-activities performed during the period of time.
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EDUCATION

Bachelor of Business Administration, Accounting, 2015

Chhatrapati Shahu Ji Maharaj University - Kanpur, UP

- [\[Degree\]](#) Graduate
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TRAININGS

- Business Communication
 - Personality development programs
 - Email etiquettes
 - Intermediate and advance excel training.
 - Partner compensation
 - Financial Claims
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PERSONAL STRENGTHS

- Good Communication skills, ability to multitask.
- Hard working,
- Ever willing to learn, my urge for learning things is my greatest strength.
- Can function effectively in a variety of demanding environments with a positive & flexible attitude.

- Patient & hardworking.

PERSONAL INFORMATION

Passport Number: M8708301
PAN Number: EOJPS4515B
D.O.B: 27-Jan-1993
Marital Status: MarriedP
Languages Known: English, Kannada, Hindi, Malayalam, and Telugu