

VIDYA KAMATH

ORDER MANAGEMENT SPECIALIST WITH TOTAL
15 YEARS OF EXPERTISE WORKING IN INDIA &
GERMANY

ORDER MANAGEMENT | PROCUREMENT | CONTRACT LIFE-CYCLE MANAGEMENT |
INVOICING | CUSTOMER SUPPORT



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HIGHLIGHTS

Order Management specialist with 15 years of substantial experience in executing operational activities related to order registration, order management process, invoicing and contract life-cycle management to ensure that service and post-sales orders are successfully completed from quote to delivery.

Professionally trained at Muehlbauer Academy, Germany in Order Management skills and SAP ERP R/3 ECC 6.0 system.

Seeking a challenging order management position to leverage expertise in optimizing supply chain operations.

PROFESIONAL EXPERIENCE

MUEHLBAUER GROUP: ROLES PERFORMED

2021 – 2023 – Order handling (location: Germany)

- End-to-end management of purchase orders, installation orders and rework orders for smart card, ePassport, RFID, semi-conductor products, vision systems, software development and sophisticated products like micro-chip die sorting, carrier tape equipment, ensuring accuracy and compliance with company policies & agreed contracts.
- Collaborated with sales, customer service and warehouse teams to streamline order fulfilment processes.
- Monitored and resolved issues related to order discrepancies, shipping delays and inventory shortages.
- Implemented and maintained efficient order tracking systems to provide real-time updates to stakeholders.
- Managed accounts receivables effectively. Conducted proactive communication with clients to resolve billing discrepancies and negotiate payment plan.
- Involved in cross-cultural communication, understanding international trade regulations, adapting to diverse business practices, and navigating logistics on a global scale.

2014 – 2021 Assistant – Order handling (location: India)

- Responsible for overall supervision of annual maintenance orders as well as monitoring and controlling of production support and warranty.
- Expense management of engineers and technicians engaged in installation, servicing and other service requests.
- Procurement management including procurement of spares from overseas divisions, customs documentation and correspondence and agency payments.
- Invoice management including company compliant invoice preparation, client communication and receivables tracking.
- Comprehensive auditing of operational data including orders, invoices, inter-company billings and debit notes and inventories

2008 – 2014 Technical service assistant (location: India)

- Processed and fulfilled customer orders in a timely manner maintaining the customer satisfaction.
- Collaborated with vendors and suppliers to ensure timely procurement of materials for order fulfilment.
- Overall office management, travel related co-ordinations and meeting timeline for the service interventions, visa processing, raising travel requests, Ensure cost effective travelling with effective pre-planning.
- Implemented cost-effective strategies to optimize shipping and logistics processes.
- Resolved customer inquiries and issues related to orders, demonstrating the communication skills.

TRAINING

CERTIFICATIONS

SAP ERP R/3 ECC 6.0 in
Order Management,
ServiceDesk for Service
Requests & Customer
Support

KEY ROLES

order management.

KEY COMPETENCIES

Order Management |
Procurement | Expense
Management | Invoicing |
Global Client Support

SOFTWARE & TOOLS

SAP ERP R/3 ECC 6.0 |
ServiceDesk | MS Office
Suite

KEY INITIATIVES

Collaborated with SAP
Tech team to customize &
automate invoices for
India operations

STRENGTH AREAS

Customer Support |
Documentation &
Information Management
| Issue Analysis &
Resolution

SOFT SKILLS

Teamwork | Coordination
& Communication

CAREER HIGHLIGHTS

Independently supported
all office operations for a
team of 12 members for
11 years

EDUCATION

Graduate (B.Eng.) in
Electronics &
Communication SJCT,
VTU 2004-2008

PERSONAL INFO

DOB: 30-11-1986
Birthplace: Bangalore
Marital status: Married
Languages: English, Hindi,
Kannada, Konkani & Basic
German(certified A1)