

## MR Vinothkumar Mathiyalagan SAP (Sales and Distribution) Consultant

E-mail: [vinom260994@gmail.com](mailto:vinom260994@gmail.com)

Phone: 9901623544

Certification ID: 0024790601

### Technical Skills & Certifications:

- Trained SAP Certified Application Associate - **SAP S/4HANA Sales 2020** | Delphi Computech Pvt. Ltd. | (Jan) (2023)
- Computer skills MS office MS excel.

### Academic Credentials:

- Graduation **BE Computer science** | Anna University (Sasurie College of Engineering) | 2016
- HSC In **Maths & Computer Science** | Tamilnadu Broad | 2012

### SAP Training & Certification Details

#### SAP Focus Areas:

- Configured the **Enterprise Structure** with the **assignment** in between the organizational units.
- Good exposure in creation of **Account Groups, Partner Determination Procedure, Customer Master Data, Material Master Data, Customer Material Info Record, Field control in Customer master.**
- Knowledge in **Pricing** and **configured different Pricing Procedures** according to the required client's business process.
- Configured various **Sales Document Types, Item Categories, and Schedule Line Categories.**
- Configured the **Delivery Types** for different types of orders like **Standard Delivery, Delivery without order reference, Cash Sales Delivery, Return Delivery, etc.**
- **Shipping** includes **Shipping Point, Route & Storage Location Determination.**
- Configured **Billing Documents** for various scenarios including **Order related invoice, Delivery related invoice, Proforma invoice, Credit memo, Debit memo, Cash sales invoice.**
- Configured various Business Processes like **Material determination, Cross selling, Free Goods, Item proposal, Listing and Exclusion, Text determination procedure, Bill of materials.**
- Configuration of **Revenue account Determination, Credit Management.**
- Having knowledge on different **Business Scenarios** like **Order to Cash (OTC) Process, IPO Process, Consignment Process, third party Process, Intercompany Sales, Contracts, STO, SDF.**
- Configuration of **Output Determination.**
- Copy Controls.
- Basic knowledge of **ASAP Methodology** and Functional Specification.

## Work Experience

### Oct 2020 To Oct 2022

#### **Sr. Customer Experience Chat at Getmega**

- Address customer service inquiries in a timely and accurate manner. - Give accurate appropriate information to answer questions, troubleshoot issues, and resolve complaints
- Achieved a customer satisfaction rating of 85%, exceeding the corporate target.
- Manage a large volume of inbound and outbound emails, and chats with knowledge and efficiency.
- Training new agents and being their mentor for a month and training them to achieve the metrics(KPI).
- Helping My Team lead with all SOP's and if the new process and features are added.
- Publishing the report on a daily basis and also a weekly report will be prepared and sent to the leadership and to the team.

### **Jul 2019 - Sep 2020**

#### **Sr. Customer Service Support at MiniJoy**

- Answer the user's report and questions via Zendesk and Email. Handling Paid Special User VIP or Premium issues in priority will make sure the issue is resolved and retain the user.
- Making outbound calls to the premium customer in a time interval will make sure all issues are resolved and retention of the premium user is 100 percent.

### **Nov 2017 - Jul 2019**

#### **Email support and KYC Analyst at Rex back Innovations**

- Verifying e-KYC requests from users and approving them.
- Using the different platforms to verify all the KYC before approving it.
- Check all the possible mediums to verify the client or customer KYC before approving it.
- Solving Queries and Replying to Users Through Mail.

### **Jul 2016 - Oct 2017**

#### **Customer Support Executive at Omniscient business service**

- Analysing the customer queries and pinch points and delivering them a great service experience.
- Assign the task of handling customer queries, feedback, complaints, and requests, handling inbound and outbound escalation calls, and resolving the problem on a priority basis.

## **PERSONAL INFORMATION**

Date of Birth : 26/09/1994

Marital Status : Unmarried

Language : English, Tamil, Kannada, Telugu

Local Address : 1/1, Marriamman kovil street, Kumarasamy pet, Dharmapuri-636701

Reference and Recommendation on Request.

Your Signature  
Vinothkumar

Date  
Place:

