

Manasi Nandgaonkar

Nallasopara (E)

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Objective

To work in an environment which encourages me to succeed and grow professionally where I can utilize my skills and knowledge appropriately.

Work Experience

Customer Success Executive

May2023 - July2023

ZingHR

- Troubleshoot client challenges and provide relevant information.
- Train customers on how to use the product.
- Communicate with customers.
- Prepare data in excel using formulas.
- Worked on HRMS Software.
- Worked on Payroll Module.
- Hands on experience in SAAS Product.
- Worked under the team.
- Provide end to end training and provide solutions.
- Analysis the issue and resolve the issues.
- Worked on GCP (Cloud Console, Looker Studio)

Support Executive

July 2022 - October 2022

Parekh Integrated Service Pvt Ltd

- Set up the masters in the ERP / Any other applications of PISPL as per the requirement of the Business.
- Responsible for Masters (creation, editing, updation), Operations approvals, Operational related issues& bugs, Role & id creation /edition, Special price creation & updation.
- Ensure timely response to the tickets on master creation / transactional approval support as per the agreed TAT as well as duly considering business as well as audit requirements.

Jr SAP Business One Consultant

December 2021 - February 2022

Uneecops Solutions Pvt Ltd

- Interact with clients and understand the clients requirements
- Co-ordinate with technical team
- Crystal report preparation
- Troubleshooting and Resolving issues

- Working on SQL and Hana Database
- Responsible for Post (go live) support

Relationship Associate
Meera Cleanfuels Limited

July 2021 - Dec2021

- Interact with clients and understand the clients requirements.
- Build positive and long-term client relationships for business growth.
- Organizing regular meetings and handle client communication.
- Escalate and discuss complex client issues with management for resolutions.
- Making SOP's
- Provide appropriate services to clients.

Jr. SAP B1 Support Consultant
Softcore Solution Pvt Ltd

September 2020 - February 2021

- Interact with clients and understand the clients requirements
- Co-ordinate with technical team
- Crystal report preparation
- Troubleshooting and Resolving issues
- Working on SQL and Hana Database
- Responsible for Post (go live) support

Account Assistant (Air & Sea Invoicing)
Narendra Forwarders Pvt Ltd

December 2019 - July 2020

- Work on Tally ERP9 software.
- Providing support to accounting department.
- Performing basic office tasks such as filing, data entry, answering calls, processing the mails etc.
- Processing transaction, documentations,
- updating ledgers.
- Invoice processing.

Education

Bachelor of Commerce
Mumbai University

2019

- 69%

HSC
Maharashtra Board

2016

- 72%

SSC
Maharashtra Board

2014

- 82%

Skills

- Diploma in Financial Accounting (Advanced Tally Software) From Tally Champs
- SAP Business One Certification (MSME Institute)
- Web Designing Certification
- Technical Skills:- Ms Word, Ms Excel, Ms PowerPoint, Zoho CRM, Working experience in Various Saas Software's
- Pursuing Business Analyst from Excelr Institute

Language

1.Marathi 2. Hindi 3. English

Interest

1. Playing Guitar

Declaration

I hereby declare that the above particulars of facts and information stated are true, correct and complete to the best of my belief and knowledge