



SRIKANTH BOTCHA

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Objective

To secure a challenging position in a dynamic organization that allows me to leverage my skills and experience across various business sectors. I am seeking a role that offers the opportunity to develop my expertise in different areas of business, and to work collaboratively with a diverse team to achieve organizational goals.

Education

- **Heriot Watt university** Specialization in Operations management and Market research
Bachelor of business administration
Campus: Dubai
- **Narayana college**
Intermediate
80.3
- **V.t.high school**
SSC
9.2

Career Overview

- WNS Global Services Pvt Ltd
Domain: **Shipping and Logistics**
Process: **Estes Express Lines** (USA)
Position: Payment Service Representative
Duration: Jan 17th/2019 - July 26th/2019

Sutherland Global Services Pvt Ltd
Domain: **Banking and Foreign Exchange**
Process: **Remitly** (International)
Position: Account Associate
Duration: June 8th/2020 - May 9th/2021

Regalix India Pvt Ltd
Domain: **Sales**
Process: **DoorDash** (USA)
Position: Sales Consultant
Duration: Jan 31st/2022 - Aug 1st/2022

Internships:
iMile Delivery LLC (UAE)
Position: **Customer Service Executive Intern**
Duration: April 3rd/23 - May/2023

Grassroots Creative Ad Agency (UAE)
Position: **Social Media Marketing Specialist Intern**
Duration: Dec 1st/22 - Dec 31st/ 2023

Experience

- **WNS Global Services Pvt Ltd** 01-17-2019 - 07-26-2019
Domain: **Shipping and Logistics**
Payment Service Representative
Process: **Estes Express Lines**

- **Freight Detail Management:** Diligently managed and audited freight details to ensure accuracy and compliance with industry standards, contributing to efficient operations.
- **Payment Tracking and Documentation:** Tracked and accurately documented payments, invoices, and billing

records, maintaining precise financial records.

- **Client-Focused Invoicing:** Provided clients with validated payment invoices and effectively communicated any changes in billing amounts, ensuring transparency and client satisfaction.

- **Billing Discrepancy Resolution:** Effectively resolved billing discrepancies and addressed client inquiries, contributing to a high level of client trust and satisfaction.

- **Sutherland global services pvt ltd**

06-08-20 - 05-09-21

Domain: **Banking and Foreign exchange Account associate**

Process: **Remitly**

Inbound Process Management: Managed inbound customer requests related to virtual transactions, promptly providing information and assistance as needed.

- **Global Money Transfers:** Supported money transfers from 28 sending countries to over 100 receiving countries worldwide, ensuring the seamless flow of funds.

- **Transaction Oversight:** Proactively tracked and followed up on pending or canceled transactions, ensuring resolution and customer satisfaction.

- **Account Access Assistance:** Assisted customers experiencing login difficulties or two-factor authentication issues, performing minor and major verifications, modifying transactions, and facilitating fund reception.

- **Regalix India Pvt Ltd**

31-01-22 - 01-08-22

Domain: **Sales**

Sales consultant

Process: **DoorDash**

- **Work:** International outbound process, (B to B) handled the client accounts by checking the inflation on pickup and delivery orders.

- **Client Management:** Effectively managed a portfolio of restaurant partners, ensuring smooth collaboration and resolving any issues to maintain strong relationships.

- **Inflation Control:** Diligently monitored for any pricing fluctuations in the menu items and delivery fees, ensuring accuracy and fair pricing for customers.

- **Pricing Strategy:** Collaborated with restaurant partners to implement pricing strategies that balanced profitability and customer affordability, resulting in increased order volume.

Internship

- **iMile Delivery LLC**

Customer Service Executive Intern,

(April 3rd - May 26th 2023)

- Managed delivery orders for a wide range of locations across the UAE, including Abu Dhabi, Ajman, Dubai, Fujairah, Ras Al Khaimah, Sharjah, and Umm Al Quwain.

- Collaborated with delivery teams and drivers to ensure smooth operations and on-time delivery of orders.

- Scheduled and coordinated delivery orders efficiently, ensuring timely and accurate delivery to customers.

- Assisted customers with order amendments, rescheduling, and cancellations, adhering to company policies and procedures.

- **Grassroots Creative Add Agency**

Social Media Marketing Specialist Intern, (Dec 1st to dec 31st 2022)

- Enhanced and created social media posts for different platforms, maintaining brand consistency and engaging messaging.

- Conducted thorough research on industry trends, target audience preferences, and competitor analysis to inform content development and campaign optimization.

- Assisted in developing and implementing social media strategies to increase brand awareness and drive user engagement.

Projects

- **Interview with Operations Manager, Dabdoob (Dubai), 2023**

- Conducted an in-depth interview with the operations manager from Dabdoob, a logistics company specializing in the toy industry in Kuwait and UAE.

- Gained extensive knowledge about logistics and supply chain management practices, including the use of software tools such as TMS for inventory management, order processing, and shipment tracking.

- Learned about employee management strategies and techniques for improving team performance, including the use of training programs and performance metrics.

- Learned about the manager's approach to leadership and decision-making, including the importance of data-driven analysis and collaboration with cross-functional teams.

•Acquired insights into the challenges faced by logistics companies in the Middle East region, such as fluctuations in demand and the impact of geopolitical factors on supply chain operations.

Skills

- Strong analytical skills, including data analysis, statistical analysis, and financial analysis.
 - Excellent communication skills, including public speaking, presentation skills, and interpersonal communication.
 - Familiarity with marketing skills such as branding, advertising, and social media marketing.
 - Proficient in Microsoft Office, including Excel, Word, and PowerPoint.
 - Experience with supply chain management and inventory control systems.
 - Familiarity with CRM systems and customer service software.
 - Excellent problem-solving and critical thinking skills.
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Languages

- English
 - Telugu
 - Hindi
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Declaration

- I here by certify that all the information mentioned in this application is correct to the best of my knowledge and belief.