**KRITI GUPTA**

Contact: +91- 8447326135

E-Mail: kritigupta546@gmail.com

**JOB OBJECTIVE**

To be involved in work where I can utilize my experience and skills and keen to work in an environment where I can enrich my professional knowledge which effectively contributes to the personal as well as organizational growth.

**PROFILE SNAPSHOT**

* A focused professional with 3 year of experience, more than 2.5 years of experience in German language profile in a Software Licensing Company, trainer and 6 months of experiencing as Content Writer
* 2.5 years of experience in Procurement filed.
* German Language Trainer as well since 2 year in a reputed Institute.
* Currently associated with SoftwareONE, Gurgaon as Senior Contracting Specialist.
* Hands on experience in writing error free German, making good personal relations with Clients as well and team handling.
* Adept for achievement of targets within specified parameters and meeting organizational objectives.
* A keen planner with honed communication and problem solving skills

**ORGANIZATIONAL EXPERIENCE**

**January 13 to Present SoftwareONE India Pvt. Ltd. Gurgaon**

 **Sr. Contracting Specialist – Global Procurement Team**

Key Result Areas:

* Leading the activities associate to:
* Making contracts for customer portal.
* Planning and strategizing the process in order to obtain the best outcome.
* Contracting – Sending correct deliveries (Software Licenses) to customer through E-mail.
* Streamlined the process by adding valuable inputs whenever required.
* Process amendments by analysing current work tactics.
* Regular interaction with Global Procurement in Switzerland.
* Working as Senior Contracting Specialist.
* Providing process and Navision (tool) training.
* Knowledge of other Processes as well (Price Request, Renewals and Purchase order).
* Religiously giving presentation on future line of action.
* Ensuring timely availability of Software Licenses to Customers.
* Providing training on tracking tools ( Navision, CTT)
* Using NAVISION tool for creating Contracts and maintaining data.
* Fulfilling Client’s demand with defined SLA’s and maintaining their expectations.
* Ensuring regular follow ups with the team to avoid escalations.
* Verifying mails carefully before sending them to Customers.
* Taking care of different countries (Switzerland, Brazil, Romania, Austria and Poland) and handling a team of 4 people.
* Weekly calls with internal procurement people (Switzerland).

Highlight:

* Skilfully managing the team and completing the work within defined SLA’s to avoid escalations.
* Got 1 promotion within 1 year of joining.
* Providing complete product knowledge to the customer per E-mail.
* Having deep knowledge about process.
* Adroitly handled & guided a team to work with perfection by being assiduous towards every responsibility taken.
* Rewarded with High Performer for 3 successive months. –
* Rewarded with Gold start award for best performance for 1 quarter - achieving all the GOALS and living up to organization’s Expectations.

**July 12 – 31-December’12 DPA Media Pvt Ltd. (Dpamedia.com) Rohini, as Content Writer**

Key Role:

* Writing articles for different websites.
* Blogs Writing.
* Meeting Client’s requirements.
* Ensuring timely completion of work without compromising with quality.

Highlight:

* Was honoured with Employee of the Month- on the basis of good and creative content and completion of work within time.

**ACADEMIC DETAILS**

2015 M.A (English Literature) IGNOU, Delhi

2013 3 year Course in German Language (C1)from Maxmueller Bhavan, Delhi

2011 B.A (Program) from Lakshmi Bai College, Delhi University

2008 XII from D.A.V Public School, Delhi, CBSE Board

2006 X from D.A.V Public School, Delhi, CBSE Board

**RECENT MAJOR PROJECTS**

* Involved in training program of deep knowledge of NAVISION (tool).
* SPOC for Publisher’s Agreement process.

 **SKILLS**

* Conversant with MS Office Suite (Word, PowerPoint & basic Excel) –

 **EXTRAMURAL ENGAGEMENTS / ACCOMPLISHMENTS**

* Acknowledged for:
* Organizing some activities in Sports Day Event of SoftwareONE.
* Participated in Communication and Linguistic training.

**PERSONAL DETAILS**

Date of Birth: 19th July 1990

Present Address: Pocket D-/10 House No. 3, Sector 15 Rohini, Delhi

Permanent Address: Pocket C-3 House No. 37, Sector 15, Rohini, Delhi

Languages Known: English, Hindi and German