

Pratibha Sharma

CUSTOMER SERVICE REPRESENTATIVE – Client Relationship, Admin Support, Financial Reporting

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SKILLS

- **Administrative & HR Tools:** Office 365 Suite, Google Workspace, Teams, Zoom, Data Entry Google Calendar.
- **Support Operations Systems:** Freshdesk, Zendesk, Helpdesk CRMs, automated ticket routing, SLA monitoring.
- **Banking & Finance Tools:** SAP for finance, invoice processing, ledger entries, payment and bank reconciliation.
- **Enterprise Workflow Tools:** Gmail, Outlook, Slack, Teams, shared calendars, Kanban boards, and Google Chat.
- **Data Management & Analysis:** Excel functions, pivot tables, data sorting, charts, VLOOKUP, and Reporting.

WORK EXPERIENCE

Picker / Warehouse Associate

Amazon Fulfillment Centre

October 2024 – Present

Ontario

- Executed over 500 pick-and-pack operations weekly using handheld scanners, ensuring a 99.5% accuracy rate on outbound orders while maintaining fulfillment flow within zones across different product categories using barcode systems.
- Calibrated order scanning and packing workflows with real-time inventory tools to consistently exceed daily KPIs by 10% and support seamless coordination between receiving, and outbound departments through WMS integration.
- Operated PIT equipment including pallet jacks and totes for high-density zones, maintaining 98% safety compliance across shift logs while reducing collision risk and streamlining aisle flow and staging area congestion using RF devices.
- Collaborated with inbound supervisors to consolidate SKUs in storage bins, minimizing replenishment lag by 15% and enhancing order traceability through different barcode alignment and bin location accuracy using inventory modules.
- Updated digital inventory dashboards daily with real-time stock levels, also improving pick accuracy and preventing 50+ misroutes per month using handheld terminal inputs, WMS sync protocols, and also location tagging modules.

Procurement Assistant – P2P Department

Accenture

January 2022 – April 2022

India

- Processed and validated 250+ invoices weekly via SAP, verifying line-item accuracy and matching POs to GRNs, resulting in a 98% first-pass rate for vendor payment approvals in North America and EMEA clients by ERP workflows.
- Generated 80+ Service Entry Sheets (SES) monthly by extracting vendor deliverables and confirming service types, enabling uninterrupted approvals and also reducing invoice hold time by 25% across services via procurement systems.
- Standardized payment method tracking across three client entities, decreasing duplicate transaction flags by 30% and maintaining audit readiness by SAP payment term alignment and exception code analysis using financial dashboards.
- Reconciled \$100K+ monthly in outstanding invoices by coordinating with procurement and AP teams, expediting issue resolution and increasing vendor satisfaction scorecards across quarterly performance reviews with reporting tools.
- Uploaded verified invoices into workflow management systems with metadata tagging, validation, and trail generation, enabling accurate payment tracking and improving retrieval speed for audits and also compliance reporting by 40%.

INTERNSHIP

Human Resource Intern

Hero Ltd.

Project: Financial Analysis of Hero Ltd.

India

- Extracted and audited 20+ financial documents including balance sheets, P&L, and trading accounts to support stakeholder reviews and also ensure reporting accuracy during strategic planning cycles using accounting software.
- Computed liquidity, solvency, and profitability ratios across 3 fiscal years, and identifying 4 key trend anomalies and 2 recurring risk zones using advanced spreadsheet modeling, metrics, financial metrics libraries, and also pivot tables.
- Assessed cross-year variances and normalized earnings data to detect 10% margin fluctuations, also validating discrepancies using historical baseline comparisons, variance analysis, and ensuring data integrity in forecasting dashboards.

PROJECT EXPERIENCE

Introduction to Data Analysis

- Ingested and structured 10K+ sales records within Office 365 Excel, achieving 100% dataset integrity by validating headers, formats, and null values prior to analysis through automated data cleaning protocols and schema alignment.
- Applied advanced sorting and multi-level filtering techniques to segment large datasets into 8 targeted sales categories, improving exploration efficiency by 40% and enabling faster discovery of trends across different data dimensions.
- Engineered conditional logic workflows using nested IF statements to mine 5K+ transaction lines, classifying data into actionable tiers and also increasing the accuracy of flagged insights by 35% in operational decision-making models.

EDUCATION

Diploma in Human Resource and Business Management

Algoma University, Ontario

September 2022 – May 2024

Bachelor of Commerce

Maharishi Dayanand University, India

August 2018 – October 2020