

# KOMAL MATHUR

## Senior Level Professional: Expertise in Customer Service and Process Operations

Offering nearly 15 years of experience in Customer Service Operations & Process Management  
Supply Chain Operations

✉ komalmathur1@gmail.com, komalmathur8506@gmail.com 📞 +91 9821481999  
✉ **LinkedIn:** linkedin.com/in/komal-mathur-a39931240



### Profile Summary

- ❖ **Expertise in Publishing industry;** skills in all areas of **Publishing Process, including raising quotations, submitting proposals, managing invoices** aimed at achieving customer satisfaction, driving retention by resolving queries, and providing customized solutions
- ❖ **Excellence in monitoring overall functioning of process;** evaluating improvement areas and driving improvement strategies for ensuring maximum operational efficiency
- ❖ Empowered to use tools like **Microsoft Navision, Fresh Desk, JIRA, Cognos**
- ❖ **Expert in assessing the customer feedback,** evaluating areas of improvement & providing critical feedback to the associates on improvements and achieving higher customer satisfaction matrices
- ❖ **Service Excellence:** Drove measures that acted as benchmark for excellent service delivery in adherence to SLAs; undertook measures to enhance client satisfaction levels
- ❖ **Skilled in liaising with the Authors, Agents & Customers** for Pricing, Authorization Letters and License Agreements
- ❖ **Customer-centric professional;** ensured proactive resolution of Grievances/claims as well as other allied operations of customer service department.
- ❖ **Credited for maintaining nil complaints** by proactively attending to claims and enquiries
- ❖ **People Manager:** proven competence in managing teams to work in sync with corporate set parameters; possess leadership & team-building skills by training team members



### Core Competencies

- ▶ Publishing Process Operations
- ▶ Customer Service Excellence
- ▶ Operations Management
- ▶ Supply Chain Management
- ▶ Proposal Management/Quotations Raising
- ▶ Invoicing Management
- ▶ Feedback Assessment, Complaint Resolution, Escalation Management
- ▶ MIS Reporting / Dashboards
- ▶ Team Management & Training

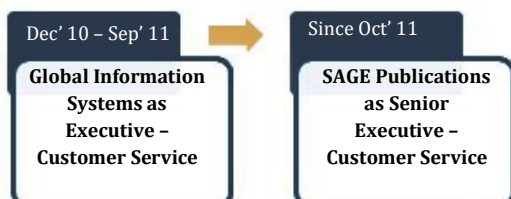


### Soft Skills

	Collaborator
	Communicator
	Planner
	Logical
	Analytical



### Career Timeline



### Education





## Work Experience

### Since Oct' 11: SAGE Publications India Private Limited, New Delhi Senior Executive, Customer Service – Journals Department

#### Role:

- ❖ Steering complete gamut of **Customer Service Operations for North - West regions and SAARC countries including SAGE Channel Partners**
- ❖ Administering complete process across Journals Department and acting as a SPOC including liaising with Authors, clients and Channel Partners for new journals till its printing and final payment processing
- ❖ Liaising with the clients & channel partners for raising proposal, preparing quotations, issuing invoices and sharing the SLAs for Journals and eBooks
- ❖ Supervising timely processing of payments, issuing receipts to customers and SAGE Channel Partners
- ❖ **Generating Invoices and Delivery Challan** for Commercial Sales, Buyback Orders for Customers & Authors
- ❖ Managing claims and queries for print & online module by offering excellent customer service
- ❖ Sharing the
  - Online Usage Statistics for the customers with Sales Department
  - Price List and Authorization Letters with the channel partners
- ❖ Effectively coordinating with different departments like Warehouse, Sales, Production Department to ensure timely order processing, dispatching of journals and support Sales Team by assisting customers, identify the best promotional offers to enable retaining them for a longer period
- ❖ **Publishing different kinds of MIS reports** like Package and Collection Report, Renewal Reports, Journal Progress Reports, Reprint Orders and so on
- ❖ Submitting renewal notices for print/ online subscriptions
- ❖ Processing all new customer/ vendor paperwork for internal functions as well as customer requirements
- ❖ Organizing companywide customer kick-off meetings to ensure flawless execution of all new programs
- ❖ Initiating corrective actions for the resolution of problematic issues; removing unnecessary procedures in processes while ensuring uniformity in the process understanding at the client's and the organization's end
- ❖ Recruiting, mentoring and training teams; promoting team excellence and motivating for higher performance
- ❖ Delivering proper training of Journal Process to new hires

### Dec' 10 – Sep' 11: Global Information Systems Technology (GIST), Gurugram as Executive – Customer Service Journal Department

- ❖ Administered complete customer service and support operations across department
- ❖ **Prepared and submitted product documentation** for all the consortiums in India namely DRDO, DELCON, CSIR, INFLIBNET, Patent Office
- ❖ Obtained quotations and raised proposal, invoices for the customers
- ❖ Managed renewals and shared the same with the customers
- ❖ Generated MIS reports like Outstanding Payments, Pending Renewal Reports
- ❖ Liaised with the publisher for Pricing, Authorization Letters and License Agreements
- ❖ Attended to claims and enquiries for print and online module for journals; ensured nil error and enhanced customer satisfaction

### May' 08 – Nov' 10: Balani Infotech Pvt. Limited, Noida as Executive – Customer Service Department

#### Role:

- ❖ Coordinated all pre and post sales services in the Customer Service Department
- ❖ Prepared and maintained documentation including product concept proposals, requirement specifications for each release launch, sales training material and product marketing activities
- ❖ Designed proposal and invoices for the customers
- ❖ Managed claims and enquiries, thus ensured zero error complaint
- ❖ Coordinated with the publisher for Pricing, Authorization Letters and License Agreements



## IT Skills

- ❖ **Applications:** MS Office 2007, XP Professional, Open Office



## Personal Details

**Date of Birth:** 6<sup>th</sup> December 1985

**Languages Known:** English and Hindi

**Address:** CL-4/10, 2<sup>nd</sup> Floor, BPTP Park, Sector 81, Faridabad, Haryana