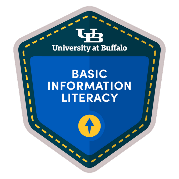
**A S H K A T H A C K A R**

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# EDUCATION

**M.S. Management [ Sept 2023- Present]****B.S. Business**  **[August 2014-June 2017]**

*University of Illinois, Illinois Nova Southeastern University*

# PROFESSIONAL CERTIFICATIONS COURSES

* SAS Visual Business Analytics
* Intuit Academy Bookkeeping
* Meta Marketing Analytics
* Google Cloud Digital Leader Training
* Google Workspace Administrator
* SAS Statistical Business Analyst
* Palo Alto Networks Cybersecurity
* Operations Management: Organization and Analysis
* Operations Management: Quality and Supply Chain
* Global Strategy I: How The Global Economy Works
* Global Marketing: Building Iconic Brands
* Global Strategy II: Doing Business in The Global Economy
* Global Marketing: Cultural Frameworks

**LANGUAGES** English |Hindi |Gujarati| Spanish

AWARDS NSUStudent Leadership T.A.L.C.

**SKILLS** Microsoft NAV, PowerPoint, Excel, Outlook, Office, QuickBooks, Publisher, Magento, Fishbowl Inventory, & Google Workplaces

# EXPERIENCE

**BUSINESS DEVELOPMENT SPECIALIST - CUSTOMER EXPERIENCE (CX), SAP January 2023 - Present**

Developed and fine-tuned employee schedules in collaboration with managers to ensure a seamless workflow. Also validated external resources’ time sheet hours for accuracy. Oversaw payroll processes, addressing inquiries, resolving discrepancies, and ensuring adherence to compliance standards.

Identified and responded to training needs, facilitating programs covering HR policies, procedures, and professional development. Developed to generate sales leads for SAP CX. Identified target markets, gathered information and effective communication strategies.

Highlighted SAP’s advantages to attraction as well as coordinated with prospects and SAP account executives for unified demand generation. Created, documented, and communicated plans transparently and for best practice. Supported innovated demand generation projects as directed by management,

Managed invoice processes making sure of precision in financial transactions, took charge of the complete recruitment process, compliance in credentialing for healthcare hires and orchestrated a smooth onboarding experience.

Contributed to HR-related marketing initiative and handle the management of contracts and pricing strategies. Analyze qualitative and quantitative data to create clear and compelling reports for driving further action, analysis, and initiate in the company.

Inform and partner with team to drive successful operationalization of VoC insight initiatives, as well as partnering with VoC consultants to support successful VoC governance model. Also built and maintained VoC dashboards and performance metrics.

**RESEARCHER, N.M.S. Sept 2023 – February 2024**

Organized office and assisted associates in ways that optimize procedures. Sorted & distributed communications in a timely manner. Created and updated records ensuring accuracy and validity of information. Scheduled and planned meetings and appointments.

Organized and maintained inventory in the warehouse. Prepared shipping labels and documentation for outgoing shipments.

Monitored level of supplies and handle shortages. Resolved office-related malfunctions and responded to requests or issues. Coordinated with other departments to ensure compliance with established policies. Maintained trusting relationships with suppliers, customers, and colleagues.

Performed receiver duties when needed. Attained Knowledge of “back-office” computer systems (ERP software). Received and processed incoming shipments. Verified the accuracy of incoming and outgoing shipments. Inspected and documented any damages or discrepancies.

Coordinated with carriers to schedule pickups and deliveries. Assisted with order entry and data entry tasks. Filed and maintained shipping and receiving records. Other assignment duties include sales invoices needing approval, purchase orders, invoicing, working with vessel owned goods, cash accounts, international currency exchange rates, returns, vendor and customer supply.

## EXECUTIVE ASSISTANT, ALKALI SCIENTIFIC Apr 2022 - Aug 2023

Wrote, edited, and formatted technical documentation, collaborating with various teams to create clear, accurate, & user-friendly materials for both technical & non-technical audiences. Managed complex projects, collaborated cross-functionally, created clear technical documentation, and enhanced systems with expertise in IT software.

Performed office tasks duties like invoicing, new order entry, filing papers, organizing customer records, upper management support, answering phones, vendor billing, bookkeeping, shipping, packing products, marketing assistance, light warehouse duties, UPS FedEx Chargebacks, 2022 customer tax exempt, Declined Payments, Supplies for office & warehouse, working with AR/AP & dealing with collections.

Took orders by phone, fax, email and managed them in Quick books, entered products on website and Amazon for sale. Worked with CEO to coordinate sales rep meetings and used online portal to process shipping with UPS Worldwide and FedEx.

Sold laboratory supplies and equipment to the life-science commerce including world class hospitals, contract research organizations (CRO's) and academic/university medical centers.

## FRONT DESK ADMIN. & MANAGER, DAYS INN Feb 2014 - Mar 2022

Promoted to Manager after 4 years of service. Checked in guests and handled payment. Directed & trained new hire and ongoing training staff Supervised front office team members and resolved all complaints and disturbances.

Handled tax exempt documents, data entry, bookkeeping, helped maintain accounts prepared Escrow reports, daily tasks checklists, and dispose with motel Controller. Assisted in with corporate Risk Management standards MSDS & HazComm.

Handled payroll for 55 employees invoicing AR/AP used software Opera and Synaxis. Maintained a daily regularly scheduled cleaning procedural program. Reviewed additional guest sales operated on website and maintained guest records for accuracy and confidentiality Managed files both on and off computer databases.

Prepared meetings, presentations, briefs, manual guides, recording notes, memos, and seminars for budget planning and monthly employee meetings. Inspected 100 rooms prior to guest arrival with Director of Housekeeping.