

SURESH GOVINDAN

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PROFILE SUMMARY

Experienced operations professional with over 17 years of expertise in business operations, order processing, billing, and sales enablement across diverse functional areas. Proven ability to streamline processes, optimize revenue recognition, and ensure compliance with SOX and ISO standards. Skilled in using SAP (SD/MM), CRM systems, and advanced Excel reporting to drive data-driven decision-making. Adept at cross-functional coordination, audit handling, inventory management, and supporting cybersecurity and risk management initiatives. Known for delivering consistent results through effective stakeholder communication, team leadership, and operational excellence.

TECHNICAL SKILLS

• Operations & Process Management:	Business Operations Order Processing & Billing Process Optimization Inventory & Revenue Forecasting
• Tools & Technology:	SAP (SD/MM Modules) MS Excel & PowerPoint CRM Systems MIS Reporting
• Compliance & Quality:	SOX & ISO Audit Coordination Documentation & Policy Adherence
• Communication & Leadership:	Cross-Functional Coordination Team Leadership Client & Stakeholder Communication
• Analytical & Soft Skills:	Data Analysis Time Management Problem Solving Adaptability

WORK EXPERIENCE

Sales Enablement Manager (Cyber Security and Risk Management) | Wipro Limited, IN | Mar 2020 – Till Date

- Designed and implemented scalable sales processes to enhance efficiency, consistency, and revenue predictability across the sales cycle.
- Analyzed key sales metrics to uncover trends, identify performance gaps, and deliver actionable insights that informed data-driven sales strategies.
- Oversaw administration and continuous improvement of CRM systems and sales enablement tools, resulting in improved pipeline visibility and process automation.
- Partnered with cross-functional teams to establish accurate sales forecasts, set performance targets, and align departmental budgets.
- Delivered operational support to sales teams by ensuring timely access to tools, training and resources necessary to meet and exceed targets.
- Developed and executed lead management strategies to improve lead quality, increase conversion rates, and shorten the sales cycle.
- Conducted market segmentation and structured sales territories to maximize coverage and penetration, ensuring alignment with business goals.
- Fostered strong collaboration with marketing, product, and customer success teams to ensure consistent messaging and a unified customer experience.
- Tracked KPIs and sales performance metrics, delivering dashboards and executive summaries to support strategic decision-making.
- Maintained a strong working knowledge of cybersecurity principles and risk management frameworks, ensuring compliance and awareness in client engagements and internal practices.
- Cultivated productive relationships with internal teams, key clients, and channel partners to support long-term business growth and customer retention.
- Honored with the “Best Enabling Function – Runner-up Team Award” in Wipro’s Cyber Excellence Awards 2024–25, for driving impactful sales enablement practices in Cybersecurity & Risk Services.

Manager – Operations | Wipro Limited, IN | Mar 2013 – Febr 2020

- Led centralized order processing operations for the Infotech division, ensuring all sales orders were accurately processed and logged into SAP within one business day in full compliance with ISO and SOX standards.
- Managed end-to-end order lifecycle, including order booking, Goods Receipt, invoicing, and documentation across India, ensuring seamless coordination between procurement, logistics, and finance teams.
- Monitored customer satisfaction deliverables (SDC) and implemented proactive follow-ups to ensure timely submission, enabling optimized revenue recognition and billing efficiency.
- Collaborated with procurement and customs clearance teams to track material shipment status and align billing plans with inventory movement and project milestones.
- Conducted Quarterly Management Inspections (QMI) across regions, reinforcing order accuracy and cleanliness by guiding the regional sales teams in following compliance protocols.
- Generated and shared daily, weekly, monthly, and quarterly business performance reports with top management to support strategic decision-making and operational transparency.
- Forecasted inventory provisions in alignment with corporate policy; highlighted risks related to non-moving stock and provided actionable recommendations for inventory liquidation to support billing targets.
- Supported finance and quality teams in generating CENVAT-compliant invoices for eligible customers and overseeing customer inspection orders to ensure quality compliance.

- Played a key role in internal and external audits by ensuring complete documentation and process adherence, particularly in support of SOX controls and ISO re-certification efforts.
- Partnered with SAP, CRM, and ITAC teams to implement process improvements and system enhancements based on evolving business needs and compliance requirements.
- Provided support in issue resolution by coordinating across internal teams and driving timely closure of deliverables and escalated order-related discrepancies.
- Facilitated cross-functional collaboration to identify and resolve recurring customer issues, contributing to improved service delivery and customer experience.
- Ensured data integrity in sales order entry by conducting regular validations, minimizing discrepancies, and maintaining a clean billing pipeline across regions.

Sr. Executive Global Reporting, EMEAI Region | Cooper Bussmann India Private Limited, IN | Jan 2011 – Feb 2012

- Generated and maintained daily sales and bookings reports, including billing targets required to meet monthly sales goals, supporting leadership in tracking progress and adjusting strategy.
- Produced standard hours utilization reports by product line to assess manufacturing efficiency and guide resource planning.
- Developed comprehensive reports summarizing order bookings, sales, production hours, inventory levels, and scheduler attainment for performance monitoring and planning.
- Created daily reports to track uncovered purchase orders by buyer and collaborated with teams to ensure alignment and timely follow-ups.
- Monitored on-time delivery performance by reporting fulfillment percentages and order timeliness, identifying gaps and recommending corrective actions to achieve 100% OTD compliance.
- Provided weekly manufacturing requirement forecasts, including urgent product needs, labor hours, and production quantities, enabling proactive capacity planning and customer satisfaction.
- Managed inventory reporting to align stock-on-hand with sales targets, and advised on procurement planning to close gaps between supply and forecasted demand.
- Tracked material movement between supply and ordering plants, reporting lead times and in-transit durations to ensure supply chain visibility and optimize delivery timelines.
- Delivered order backlog analysis highlighting high-value and delayed orders, facilitating escalation and resolution planning to avoid revenue loss.
- Provided insights on customer performance, including top 10 customers by delivery accuracy and order volume, supporting account management and prioritization.
- Regularly supported leadership meetings and executive briefings by generating customized reports on OTD (On-Time Delivery), sales performance, vendor spend, and procurement data, as required by various corporate functions.

Commercial Executive – Billing | Wipro Infotech, IN | May 2010 – Dec 2010

- Operated within an SAP and CRM environment, ensuring accurate billing and material dispatch by resolving discrepancies before finalization.
- Validated customer Purchase Orders (POs), ensuring compliance with internal policies and SLA requirements, and coordinated with regional help desks to address deviations in PO terms and conditions.
- Reviewed and matched vendor shipments against customer requirements and purchase orders; coordinated with procurement, vendors, and customers for necessary adjustments and confirmations.
- Ensured timely order entry in SAP, verifying all necessary approvals and clean documentation for smooth invoice processing and revenue recognition.
- Conducted daily reconciliation and submitted Daily Sales Reports to regional teams, maintaining transparency and aiding performance tracking.
- Performed contract analysis and verification to confirm alignment with business rules and tax norms (Sales Tax, LD clause, BOM, payment terms, etc.), ensuring accurate data entry for Sales Orders.
- Coordinated with procurement on PO discrepancies, clarifying order terms and updating relevant stakeholders on status and resolution.
- Managed invoice generation for different order types including sales orders, stock transfers, free supplies, loan, and demo equipment, ensuring compliance with commercial terms.
- Executed physical verification of goods received, ensuring correct documentation and recording for billing and inventory control.
- Maintained accuracy and completeness in cross-verification of POs, sales orders, and invoices, highlighting discrepancies and initiating corrective actions.
- Collaborated with the sales field team to obtain cleaned and approved customer POs, minimizing order backlog and billing delays.

Executive – Operations (Contract) | Wipro Limited, IN | Oct 2009 – Apr 2010

- Managed the Order Processing Team for Wipro's WPC and EPD Divisions on a global scale, ensuring efficient and accurate processing across business units.
- Ensured clean and compliant order entries in SAP within one business day of receipt, adhering to ISO and SOX audit standards.
- Collaborated with Regional ROCMs/ROMs to resolve unclear order issues, improving order quality and minimizing rework.
- Led centralized product code creation for the EPD division, ensuring standardized and streamlined product cataloguing in SAP.
- Verified order accuracy daily, with special attention to multi-year warranties, LD accruals, and other critical data, ensuring error-free entries contributing to accurate revenue recognition.

- Cross-verified vendor-shipped materials with customer requirements and purchase orders; coordinated corrective actions with vendors, procurement teams, and customers for any discrepancies.
- Proactively followed up on advance payments, road permits, and other pre-billing checks to eliminate last-minute delays and ensure timely invoice generation.
- Played a key role in SOX audits and supported the EPD-TIS team during ISO recertification, ensuring compliance with internal controls and audit requirements.
- Identified and resolved discrepancies in the product hierarchy structure in SAP, coordinating with the product and IT teams for seamless data integrity.
- Prepared and submitted Daily, Weekly, Monthly, and Yearly MIS reports to top management, supporting data-driven decision-making and performance tracking.

Executive – Commercial (Contract) | Wipro Limited, IN | Jan 2007 – Sep 2009

- Operated in a SAP-integrated environment, collaborating with the CRM system to ensure smooth order management and customer data synchronization.
- Validated and processed Customer Purchase Orders (POs) in SAP, ensuring that clean and compliant orders were entered the same day of receipt.
- Reviewed and analyzed PO terms and conditions alongside Service Level Agreements (SLAs), flagging any deviations to the respective regional help desks for timely resolution.
- Maintained consistent follow-ups with field teams to ensure timely receipt of corrected or cleaned customer POs, reducing billing cycle delays.
- Responsible for creating and maintaining product and customer master data in SAP, enabling accurate order tracking and system integrity.
- Generated and verified Sales Orders (SOs) in SAP, ensuring alignment with customer POs, including verification of terms related to taxes, bill of materials (BOM), payment, and delivery clauses.
- Coordinated with the procurement team to resolve order-specific queries, ensuring clarity and correctness in the procurement-to-invoice process.
- Conducted thorough invoice validation against customer POs, identifying and resolving any mismatches between vendor billing and purchase documentation.
- Compiled and submitted regular reports (daily, weekly, monthly) for management review, aiding in performance monitoring and operational transparency.
- Ensured a high level of customer satisfaction (CSAT) by proactively addressing potential delays, leveraging specialized reports to analyze and eliminate recurring issues.

EDUCATION

- B.Sc Computer Science - S.A.C, Pondicherry (2000-2003)

ACHIEVEMENTS

- **Runner-up Team Award – Best Enabling Function, Cyber Excellence Awards 2024–25, Wipro**
Recognized for outstanding contribution to Sales Enablement initiatives within the Cybersecurity & Risk Management function. Awarded by Tony Buffomante, SVP & Global Head – Cybersecurity & Risk Services.