CURRICULUM VITAE

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Career Objective:

"TO BE THE BEST AND ACHIEVE THE BEST FOR THE SELF AND FOR THE ORGANISATION"

I am looking for an opportunity where I can exhibit my skills in contributing effectively towards the success of the organization and also further to improve personal skills there by obtaining a challenging and responsible position in a professionally managed organization.

Synopsis:

- Total 6 Plus Years of experience.
- 3 Year of experience in Semi-voice process as Senior Associate.
- 3.5 years of experience in order processing and management using Citrix application Hands on order processing concepts (configuration, selection, quotation processing)
- Ability to work individually or within a team.
- Excellent commitment dedication and planning towards goal-oriented tasks
- Good communication skills
- Zeal to learn and interact.

Professional Experience

Research Wallet Service Pvt. Ltd

Process: Semi Voice

Role: Senior Associate

From: April 2018 to till date

Process description:

Gathering research scholar's data from several sources like clinical trials, Universities and research databases. Invitations for submission, gathering the research work (manuscripts) from researchers.

Reviewing the manuscript with the help of researchers across the globe. So, meaning full research can be published in online.

Proofreading of the research papers according to guidelines provided by our organization. Font styling, reference styling. Checking the documents for error. like arranging with proper styling, special character styling, reference styling.

Arrange the cross ref for references in the document. Contacting authors through daily emails and international calls. Working on social networking sites to increase the visibility of articles. Linkedin, Twitter, Facebook.

Worked on Editorial manager system for manuscript publications. Worked with Plagscan for plagiarism checking. Well versed with Microsoft office suite (word, excel, power point, outlook).

Helping the new joiners in gaining knowledge about the process and providing them feedback if they commit any mistake. Ensure they give accurate response to the E-mails we send and also calling authors all over the world to make the communication fast and resolve challenges.

SUTHERLAND GLOBAL SERVICES

Process: Dell Order Management

Role: Senior Associate

From: Sept 2014 to April 2018.

Process description:

Dell order processing involves processing the quotation and purchase order copies from the sales and customers. We receive Purchase order (PO) which is placed by customer. Which has model of the product, quantity, price, billing and shipping address. And need to check if the customer is exempted from VAT. And on PO we also have a quote. We load this quote on the tool and check if we have same product, quantity and price which is matching with PO copy. If everything is matching, we process the order using the quote by selecting the correct billing and shipping address.

And if we find any discrepancy once we load the quote, we will put PO on hold by assigning it back to sales and by writing an email explaining what the issue is, such as wrong product or mismatch of the quantity and price, different bill and ship address. And sales will check with customer get back to us with right solution.

We use Citrix application Order Broker, GCM, POMS, DOMS and Dell premier page to convert those quotations and purchase order copy details to a perfect order and generate an order number and inform to the sales as per the order requirements and checks the price and quantity of each item listed. Supporting other teams when there is backlog. Also, I was into voice process, here we call clients to take the credit card details from customer and book their order.

Education Summary:

B.Tech from JNTU in 2010 May.
Inter from Nalanda Jr College in 2006.
Matriculation from Rock Wood High School 2004.

Technical Skills:

Order Management Systems, HTML, C, C++
MS Office, Windows 8, Windows 7, Windows XP
Typing speed: 40 WPM

Key Skill:

Effective communication skills and excellent analytical and arithmetic ability.
Good team player and has an ability to handle pressure.
Adaptable to any kind of situation.

Declaration:

I hereby declare that all the information stated above is true.

Place: Hyderabad
Date: (signature)