**RESUME**

**DIVYA .A** No. 18/17, 18th Block,

 28th Street, Thirunagar,

 Villivakkam,
 Chennai-49.

 **Mobile** : +91 8056112527

 **EmailId**: divya2text@gmail.com

Career Objective

Looking for a challenging position which gives me an opportunity to excel in the areas of Planning /Scheduling /Controls /Co-ordination / Services, by which my caliber could be geared up for the growth of the organization.

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Personal Skills

Personal Skills

Ability to take initiative, work in team environment, self motivation, competitive spirit, comprehensive problem-solving abilities, willingness to learn more.

Profile

* 5 years of experience in Order Management as a **Team Leader** in **WIPRO**
	+ Repair Order Processing – Creating quotes, invoicing, credit and rebill for US and Canada customers in SAP.
* 2 years of experience in Market Research as Work Flow Specialist in **TCS**
	+ Analyzing/Trend the data sent by vendors and run the jobs in Mainframe application.
* 1 year of experience as Telecaller for Loan recovery process in **Optimus Global Service**

Work Experience

* **Organization: WIPRO**

Department : Order Management

Designation : Senior Executive/Production Lead

Experience : From September 2012 to Oct 2017

* **Organization: Tata Consultancy Services (TCS)**

Department      :  Market Research – Data Production

Designation    : Process Associate

Duration          : 21st July 2010 to 1st June 2012

* **Organization: Optimus Global Service**

Department      :  Outbound Call center - Loan Recovery process

Designation    :  Tele Caller

Duration         : June 15th 2009 to July 19th 2010

Process Handling

Core -member of Repair Order Processing Team. End-to-End process managing service quotes and invoice for customers, USA and Canada. And also responsible to make changes in the quotes as per customer request and includes billing process (Dealing with invoices).

* **QUTOING:** Customers’ expiring Contracts/ Warranty/Care pack are identified and quotes are generated for onsite service.
* **BILLING:** Quoting proposals authorized by customer are activated into active billing after verifying the terms and conditions of the final purchase order and invoice customer.
* **POP WARRANTY VALIDATION:** Verifying Proof of Purchase from the customer and update warranty/support validation in the system.
* **SAFARI:** Repair cost allocation to the respective Profit Center.

Roles and Responsibilities:

* Handling a team of 15 Associates / Process Experts & Specialists and key responsibilities include Client Services and Operational Excellence
* Maintained high levels of accuracy, ownership and accountability on all the requests.
* End-to-End Process focal point ensuring KPI’s (Accuracy & TAT) are being met at the stipulated targets
* Verifying Proof of Purchase from the customer and warranty/support validation.
* Responsible to create quotes and invoice/ bill customers for the service provided by HP engineers.
* Analyzing and processing of all customer requests as received from respective countries.
* Email correspondence with the suppliers.
* File Maintenance, Submitting weekly report in Excel format.
* Works to complete the requests within TAT (Turn Around Time) and with 100% accuracy.
* Publishing Customer Reports (Internal and External)
* Team Metrics Evaluation.
* Performance calculation (Team and Individual).
* Query Clarifications.
* Interaction with customers via email and calls.
* Process Documentations.

Awards and Recognition

* Recognized for the "Will to Win Award” and Passion of customers”.
* Received “Zero Defects & Zero Delay” Champion Award.
* Spot award for being top ranked in my team on monthly productivity basis.
* Best Production Lead Award in 2015.

Academic Profile

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| --- | --- | --- | --- | --- |
| **Course** | **University** | **College/Institution** | **Year of passing** | **Percentage** |
| M.Sc.,Bioinformatics  | (Autonomous) | Auxillium College (Autonomous) | 2007-2009 | 70% |
| B.Sc.,Biotechnology | SVUTirupathi  | P.V.K.N. Govt., College, Chittoor. | 2004-2007 | 62% |
| Intermediate | Board Of Intermediate Education, Andhra Pradesh. | Sri shirdi sai junior college, Chittoor. | 2002-2004 | 72% |
| S.S.C | Board Of Secondary School Education, Andhra Pradesh | Sri saraswathi vidyanikethan,Chittoor. | 2001-2002 | 72% |

Strengths

* Willingness to Adapt and Learn New Technologies.
* Excellent Interpersonal & communication skills.
* A good Team player as well as Team Leader with a keen focus towards meeting objectives.

Personal Profile

Name : A. Divya

Husband Name: M Ashok Kumar

Date of Birth : 20/08/1987

Nationality : Indian

Languages Known: English, Hindi, Telugu and Tamil.

Passport number : R3751539 Expiry date (August, 2027).

Declaration

I hereby declare that the information furnished above is true to the best of my knowledge.

**Place :** Chennai

**Date :**

 **(A.DIVYA)**