# **Career Objective**

High energy, result oriented and detailed driven graduate with 3.10 years’ experience with Quality Check/Auditing Data to meet the standards of an E-Commerce Industry.

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| * Quality Check | * Data Auditing * Making Presentations | * Set up Detail Page Information | |
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**Key Skills**

**WORK EXPERIENCE**

Working with **RELX India Private Limited** as an ORF Associate (Order, Renewal &Fulfilment)

**Job Responsibilities at RELX India Private Limited (2015 August –11th June,2019)**

* Handling Indian Customers (Pan INDIA E.g.: Flipkart, Jaypee, UBS, AIBH, CBS, Cloudtail etc.)
* Processing Orders, Returns, Credit Note for customers (Wholesalers/Retailer & Distributors)
* Validating claim requests, order requests to provide First Time Resolution.
* Following up with the customers regularly for Orders, CN, Returns, Short supply, Defective & Damage and misplaced goods issues
* Contact with FAIM team for technical issue or new changes in the system
* Co-ordinate with Finance, Inventory, Warehouse and Sales team to any customer query/issues.
* Co-ordinate with Credit Controller team on regular basis.
* Understanding client requirements, developing value based solutions & leveraging market & competitive intelligence to help Sales achieve their targets (PAN India Level).
* Maintaining 100% productivity and 100% quality while fixing issues faced by customers and the various teams involved.
* Send regular status reports to stakeholders.

**Awards & Achievements**

* Have initiated reporting formats and process suggestion which have been implemented for the best practices to produce quality leads.
* Received number of appreciations from Internal & External Customer’s, Stakeholders and Company for outstanding performance and problem-solving skills.
* Managed a high-volume workload within a deadline-driven environment. Consistently met all benchmark all areas (speed, accuracy, volume).

**Education Qualification**

* B.com
* HSC (+2)
* SSLC

**Technology Skills**

* Windows 2000 – 10
* MS Office 2003 – 2018
* Hands on experience on the tools related to e-commerce
* RIGHTNOW Oracle Service Cloud (Incident Management)

***Personal Details***

* Name : B. Chandrasekhar Reddy
* Father’s Name: B. Dharma raj Reddy
* Gender : Male
* Date of Birth : 11-08-1992
* Languages Known: Tamil, Telugu, Hindi, Oriya & English
* Religion : Hindu

**Declaration:**

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

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Date: