

CURRICULAM VITAE

MANU C V

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BDA Janabharathi Residential Enclave

003, 32 Ganga Block, Mylasandra

Kengeri Bangalore-560060

Career Objective:

To apply the knowledge I have gained conceptually in the course of my academics during over years to the fullest satisfaction of my superior and in such a manner that it would be great benefit to the members of my team and the company and contribute towards the Organization objectives.

Educational Qualification:

Course Name	Name of the Institute	Marks	Year of Passing
B Com	Govt First Grade College, Srirangapatna, Mandya	59%	2016
P U C	Govt Pre-university College, Mandya	48%	2011
S S L C	Govt High School, Mandya	58%	2009

Computer Skills:

Operating system: Windows
Package: MS Office Tools (MS Word, Excel, PowerPoint & Internet).
Vlookup , Hlookup , PivotTable.

Personality traits:

- Good Team Player
- Flexible
- Open to Learn new things
- Good Grasping Power

Professional Experience:

Year	Organization	Role
Feb 2019 - Present	CARE Ratings LTD, Bangalore	Rating Coordinator
May 2017 - Nov 2018	Thought Focus Information Technology Pvt Ltd, Mysore	Process Associate
Mar 2015 - Apr 2017	Hinduja Global Solution Pvt Ltd, Mysore	Customer Relation Officer and Handling The Team

Job Description:-

Since: - 14/02/2019 Till date CARE Ratings Ltd (CARE LTD.), Bangalore Branch
As a Rating Coordinator

Rating Coordinator: - Financial Background

- High level administrative and secretarial support involving handling of confidential correspondence, management of document flow,
- Taking care of new office setup.
- Taking care of joining & Exit formalities and coordinating with HR department.
- Verification of bills and invoices before making payments.
- Rating letter, rating rational, Press release and NDS uploading in DMS.
- Prepare a CKC entry from, send to CKC team.
- Entering Voucher in tally like payment and receipt voucher.
- Preparing Proforma Invoice and Invoice and send it to respective client.
- Make receipt entry in CI3
- Prepare Agenda for the Rating Committee Meeting.
- Collecting TDS Certificate And NDS Certificate From Clint.
- Weekly and Monthly MIS Report send to Management Team.
- Taking care of all IT requirement and give problem free IT support with help of IT engineer.

Since :- 08/05/2017 To 13/11/2018 Thought Focus Information Technology Pvt Ltd, Mysore
As a Process Associate

Process Associate: International Non Voice Process, Flood Determination

- Effectively handling the team and keeping the management informed about the status of the deliverables and progress of the team development.
- Flood zone determination
- Mapping and monitoring to the client.
- Browsing the address and check the flood of elevation and send the certificate to the client.
- Performing quality checks on the document files and rectifying the errors to ensure 100% quality of the final deliverables.
- Maintain a close and strong working relationship with team.
- Taking care of all IT requirement and give problem free IT support with help of IT engineer.

Since :- 14/03/2015 To 28/04/2017 Hinduja Global Solution Pvt Ltd, Mysore
As a Customer Relation Officer

Customer Relation Officer and handling the team: - Domestic Voice Process,

- Handling customer complaints through calls.
- Resolves queries on given the time period.
- Providing the 100% customer satisfaction.
- Maintaining Agents Attendance and Attendance Regularization.
- Audit the Calls and given feedback to Agents.
- Taking care of team's Performance management system.
- Updated the team performance to Management Team,
- Taking care of all IT requirement and give problem free IT support with help of IT engineer.
- Communicate issues to QC management for escalation and participate in meetings to address calls queries.
- Maintain a close and strong working relationship with team.

Personal Details:

Name	:	Manu C V
Father's Name	:	Vishakntaiah G
Mother's Name	:	Shakunthala
Gender	:	Male
Date of Birth	:	20 th December 1993
Marital Status	:	Single
Nationality	:	Indian
Languages Known	:	English, Kannada, Hindi

Declaration:

I hereby declare that the above particulars are true to the best of my knowledge and belief.

Place: Bangalore

(Manu C V)