

KALISHA

Professional with 10 years of experience in various business sectors

Chennai, Tamil Nadu

Kalishasyed1@gmail.com

8838219230

WORK EXPERIENCE

Publisher Support Executive

Magzter Digital Pvt Ltd

September 2014 to March 2020

- Managed all aspects of Customer Service and People Management operations
 - Implemented effective Quality Assurance for publishing Magazines & Articles Extraction
 - Analyzing marketing trends and sales data accounting specializing in E-commerce
 - Ensure time management in terms of productivity and delivery of products to our customers
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Senior Process Associate

Tata Consultancy Service - Nielsen Project

June 2010 to April 2014

- Implemented business practice RDH (Retailer Defined Hierarchy) for effective management
 - Successfully migrated and obtained BAU sign-off on the LOBLAW's SAP Project
 - Provided quality assurance to the Retailer Client for their Sales Database Pilot project
 - Prepared Research & analysis using SOP, FMEA, SIPOC, BPI, SLA & RCA reports
 - Provided Knowledge Transfer to new recruits for a smooth transition
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Financial Analyst

Wipro Limited - Investment Banking - Loan Department

January 2009 to April 2010

- Performed as a key resource for the Pilot batch of CITI bank transition process
 - Conducted Research & Development for business groups using Scrittura application
 - Compiled and produced daily report, weekly MIS and maintained daily volume metrics
 - Ensured adherence to productivity and accuracy of the process
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EDUCATION

Master of Business Administration in Business Administration

Alagappa University - Chennai, Tamil Nadu

August 2006 to April 2008

Bachelor of Commerce in Commerce

The New College - Chennai, Tamil Nadu

June 2002 to April 2005

CERTIFICATION

SAP FICO R13 in Finance - October 2010 to December 2010

Advanced Computer Education - Chennai, Tamil Nadu

SKILLS

- Expertise in MS Office Products, PowerPoint, Option GUI, Control-M, DTM & RDH Applications
- Ability to lead & cross work in functional teams, Drive the compliance & process adherence, People leadership skills to lead, respond & resolve issues.

PERSONAL PROFILE

Date of Birth : 01st August 1984

Gender : Male

Marital Status : Married

Nationality : Indian

Father Name : Syed Mohammed (Late)

Mother Name : Kadheeja Beevi

Languages known : English, Arabic, Malayalam, & Tamil

Permanent address : No.50, Jothi Ramalingam Street, New Kamaraj Nagar, Vyasarpadi, Chennai - 600 039.

Hobbies & Interest : Reading, gardening and Painting, Health & fitness and swimming

DECLARATION

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

KALISHA