**CHANDAN KUMAR JHA**

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**,2nd Floor, 1st Cross, Muneshwara Nilaya ,**

**Sir M.V. nagar Kalkere Main Road**

**Ramamurthy Nagar ,Bangalore - 560016**

**Karnataka**

**Career Objective:**

A challenging growth oriented career in **Italian Language** to enhance my knowledge, skills and strengths in conjunction with the goal and objective of the organization

Career profile:

* Good written and verbal communication skills.
* Trustworthy and ethical.
* Resourceful in the completion of projects, effective at multi-tasking.

**Achievement :**

**:-Received award & certificate from TATA group for hiring Italian Language Expert candidates for Ministry Of Tourism projects (Government Of India).**

**:-Successfully Transition of Italy Account Receivable Process on site**

**:-Got lots of appreciation & customer delighted award in Italy Account Receivable & Account Payable process.**

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**Professional Experience:**

1. **Monsanto India Pvt. Ltd. :** (Bangalore**)**

**ITALIAN LANGUAGE EXPERT - Account Receivable, Customer Disputes, Accounts Payable (SSC) in SAP Application**

Job Duration: 10 Jan 2013 - Till date

**Designation: Italian Language Specialist / Account Receivable, Disputes & Accounts Payable , (SSC)**

**Gist about Process:**

The process involves all types of customer collection posting, resolving the customer disputes & all types of vendor invoice posting for Monsanto by processing /validation invoices & collection using various **SAP** /COCKPIT Applications. Following up with different departments like Sales, Contracts Management, Accounts Receivables, Collections,Data Desk, Cash Applications and General Ledgerfor Posting and payment the customer with customer centricity.

**Job Description:**

1. Expert of **Customer Dispute management** (Account Receivable) , verifying & resolving customer disputes **(Italy)**
2. Ensure **Italian** invoices are posted as per Standard Operating Procedures.
3. Process invoice to post all types of invoices (PO, Non PO , SES base invoice , GR base invoice , proforma invoice , Freight invoices, Withholding, Enasarco ecc.)
4. Ensure assigned activities are completed within time stated in Service Level Agreement.
5. Ensure activities are performed with not less that 95% Quality.
6. Responsible for handling internal and external **Italian** customer queries.
7. Ensure generating the correct **Invoice** as per Customer Document (**Purchase Order** & other document.)
8. Verify the Invoice by **Read soft.**
9. **Resolving all Italian language dependent query - Italian Document translation , mail writing in Italian & Italian client call in Italian**
10. **Process also involve to post all type of collection (bank transfer, cheque , factoring, BillOf Exchange, Cash discount , prepayment, proforma, down payment ecc.)**

**11. Process also involve to clear the customer GL & Bank GL as per collection entry.**

**12. Process also involve to customer refund , customer & vendor knock-off , Bad debt (creation , write off & reversal)**

1. **Amazon.com :** (Chennai)

**ITALIAN LANGUAGE EXPERT**

Job Duration: 12 Sep 2011 till 09 Jan 2013

Job Designation: **Italian Content Analyst**

**Gist about Process:**

-The Process involve toCorrect ***"ITALIAN ONLINE BOOK"*** *(Grammatically &* Spelling Check) before launching in the Market in the fix time as per Company target with minimum 95% Quality.

-Resolve the Customer (user) query as per **Invoicing details & Purchase Order details.**

-Verify **Invoice details with Purchase Order details**.

-Support the **Developer team for develops the new Italian software**.

- The process involve to document **Translate - Italian to English & English to Italian**

- Resolve the Query of **Italian Clients** through Mail & Telephonic conversation .

1. **Oracle India Limited :** (Bangalore**)**

**ITALIAN LANGUAGE EXPERT**

Job Duration: 11 Jan 2010 - 09 -Sep-2011

**Designation: Order Management EMEA (Revenue Operations - GFIC)**

**Gist about Process:**

The process involves generating revenues for Oracle by processing/entering orders and conducting macro checks (validation) on the data entered by the Contract Specialist team in the database for improving quality in booking the revenue, using various Oracle Applications. The process involves generating Invoice for Customer. Following up with different departments like Sales, Contracts Management, Accounts Receivables, Collections,Data Desk, Cash Applications and General Ledgerfor closing the Sales Order with customer centricity.

**Job Description:**

1. Ensure **Italian** Orders are booked as per Standard Operating Procedures.
2. Ensure assigned activities are completed within time stated in Service Level Agreement.
3. Ensure activities are performed with not less that 96% Quality.

4.Responsible for handling internal and external **Italian** customer queries (**E-mail writing in Italian, External & Internal client call in Italian & document translation Italian)**

5.Ensure generating the correct **Invoice** as per Customer Document (**Purchase Order** & other documents.)

1. **Lingo Solution :** ( Delhi )

**ITALIAN LANGUAGE EXPERT**

Job Duration: Feb 2008 to Dec 2009

**Job Designation: Freelance**

**Italian Language** Translation, Interpretation, Teaching and Escorting at Delhi from with

**Education:**

**Professional Qualification**

1. Certificate Course in **Italian** from Delhi University with 80% (2nd Topper D.U.)
2. Diploma Of Proficiency in **Italian** from Jawaharlal Nehru University **JNU** with 77.7%]
3. Advance Diploma Of Proficiency In **Italian** form Jamia Millia University58.5%
4. C1 in **Italian** from Italian Embassy Cultural Institute with 73%
5. C2 in **Italian** from Italian Embassy Cultural Institute with 58.5%
6. C3 in **Italian** from Italian Embassy Cultural Institute with 60%
7. C3+ in **Italian** from Italian Embassy Cultural Institute with 60%
8. Diploma in **Italian** from Delhi University with 66% (1st Topper D.U.)

**Additional Knowledge**: - I am also doing **Invoice Posting of German Invoice** (I have knowledge of **German Tax** & I can understand the **German Language** using for Invoice Posting.)

Educational Qualification

1. **B.Com (H)** (REGULAR) with 1st Class from LNMU Darbhanga.
2. **10+2** with 1st Division from B.I.E.C. Patna .
3. **10th** with 2nd Division from B.S.E.B. Patna.

**Interest and Pursuits:**

Playing Cricket and Reading Sanskrit Sloka

**Personal Information:**

Father's Name : Mr. Krishna Kant Jha

Language Known : **Italian**, English & Hindi.

Date of Birth : 5th Jan 1983

Nationality : Indian

Marital Status : Married

Pan : HJKLM1236L

Passport : H1236123

Gender : Male

Permanent Address **: A-483, 2nd Floor ,Nehru Vihar, Near -Timarpur,**

**New Delhi - 110054**

Date:

Place: Patna

**[CHANDAN KUMAR JHA]**