

Service Contracts Sales Support Service Contracts Sales Support Service Contracts Sales Support
- Olympus Corporation of the Americas, Pennsylvania Wescosville, PA A self starter who is proficient and result oriented. Possess strong problem-solving and organizational skills. Quick learner who is eager to learn and practice new concepts. Capable of working independently or in a team environment. Excellent multi-tasking abilities by working with different projects. Fluent in English, Kiswahili, Gujrati, Urdu and Hindi. Work Experience Service Contracts Sales Support Olympus Corporation of the Americas, Pennsylvania November 2018 to Present USA Run various reports and use the data to validate and analyze details related to service quotes and equipment ownership. Maintain service contracts in CRM by extending, adding or removing items as per the requests. Proactively prepare addendums to add newly sold equipment or remove items to existing service contracts which includes Trade-in items. Creating new and renewal quotes for existing and new service contracts. Medical Insurance Customer Service Representative Sykes Enterprises, Incorporated October 2017 to March 2018 Pennsylvania, USA Help resolve customers' needs via inbound phone calls. Assist members and providers with understanding individual health care benefits. Assist to explain the benefits and coverage associated with different types of health care plans and describe exclusions and non-covered treatment approaches.

Follow up with members and providers. Office Administrator Computer World, Pennsylvania May 2010 to June 2017 USA Proficient in writing and handling business correspondence which includes invoices, LPOs, billing and monthly reports. Proficient in working effectively in a fast paced environment while juggling multiple tasks at a time with proven ability to organize personal work priorities. Proven front desk handling skills, demonstrated ability to handle phone calls and correspondence effectively. Proven ability to schedule appointments involving more than one department effectively. Competent in basic PC operations and software including windows OS, internet and MS office suite and demonstrated skills in computer maintenance and basic troubleshooting of windows. Operational knowledge of the functioning of various office equipment including facsimile machines, scanners and photocopiers. Junior Database Administrator ITB - Toronto, ON June 2006 to July 2007 Canada Creation of profiles for users and restricting

resources to users through these profiles. Creation of table spaces, adding data files, sizing data files of table spaces altering database, dropping of unwanted table spaces. Backup database which included backing data files, log files, documenting backups, verifying the integrity of backup files. Database performance tuning for optimal results. Exporting and importing of data using export/import utilities. Assisted in creating triggers, functions, queries and generating reports.

Programmer/Analyst Net Plus - Toronto, ON January 2004 to December 2004 Canada Worked in a team to gather information from clients with face-to-face meetings to identify their project requirements. Analyzed systems, designed user interfaces according to user requirements. Developed and designed programs using Visual Basic.NET, ADO, Oracle 9i and Crystal reports and used UML and the Rational Rose to model the software. Deploy the program and any make necessary changes required. Prepared user manuals and technical documentations and provide training for proper use of the program.

Education Diploma in Software Developer, Database Administrator Seneca College - Toronto, ON 2003 Skills DATABASE ADMINISTRATION, DATABASE, DATABASE DESIGN, DB2, MS ACCESS Additional Information TECHNICAL SKILLS

Programming Languages: C, C++, Java, Visual Basic Visual Basic.Net Operating Systems: Windows, UNIX, Linux, AS400 Databases Environment: MS Access, My SQL, PL/SQL, Oracle, Database Administration, Database Design & Modeling, Oracle Productivity Tools, Oracle Forms, DB2. Software Tools: Adobe Photoshop, Adobe Illustrator, Office 365, MS Project, Flash MX, Dreamweaver, Rational Rose, Visual Studio, Visio

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