

Semi-Accountant Semi-Accountant Semi-Accountant - Merchant Network Authorized to work in the US for any employer Work Experience Semi-Accountant Merchant Network - Chicago, IL February 2016 to Present Take phone calls and determine purpose of call Running Payroll for 6 stores Communicate information asked for Ensured products were readily available in all stores at right time Resolve customer complaints Scheduling monthly meeting for all manager from all stores Perform necessary follow up as required Database Administrator Searchking Software Private Limited - Ahmedabad, Gujarat March 2013 to December 2016 Installed and configured Oracle Database on Red Hat Linux Advance Server on Development. Involved in performance monitoring and tuning of the database. Involved in backup and recovery tasks using RMAN. Involved in disaster recovery planning. Implemented database backups and disaster recovery strategies using RMAN. Developed technical documentation for disaster recovery. Work beyond regular hours based on business demands. Provided 24x7 on-call production supports. Skills claims (Less than 1 year), compensation (Less than 1 year), Database (3 years), Microsoft Office (Less than 1 year), MS OFFICE (Less than 1 year) Additional Information KEY QUALIFICATIONS Computer expert in all Microsoft Office Programs, Database Operations, Hardware Issues Exceptionally adroit at operating and demonstrating merchandise to customers Known time punctual and meeting deadlines, Track record of achieving and maintaining telephone service level goals Well-versed in handling some minor disputed claims as per instructions EXCELLENCE IN CUSTOMER ORIENTATION Handled a dissatisfied and irate customer on the brink of legal intervention by providing him compensation, thereby satisfying him

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