

# Abhishek Bhalerao

+91 9975530279

 abhishekbhaleyr7@gmail.com

## Synopsis

**9 years** of experience in **technical support, order management**, business process outsourcing and customer services with following areas of expertise:

- ✧ **Proficient in handling escalated emails** and providing **first-level technical support** to end-users.
- ✧ **Strong exposure to the telecom industry** with extensive experience in technical support roles.
- ✧ **Involved in project implementations** ensuring smooth transitions to production environments with direct communication with clients.
- ✧ **Excellent comprehension skills** with a fast typing speed for efficient data entry and communication.
- ✧ **Thorough knowledge of MS Office tools** with expertise in MS Excel, PowerBI and Adobe Acrobat Reader.

## Education

**Master of Computer Application** from **Pune University** in the year of **2015**.

**BSc. Computer Science** from **Pune University** in the year of **2013**.

## Employment History

Organisation	Designation	Period	Location	Focus Areas
Infosys	Technology Support Specialist	Nov 2019 – Till Date	Pune, India	Data Settlement Executive
Infosys	Sr. Process Executive	Jan 2016 to Oct 2019	Pune, India	Fraud Data Analyst

## Technical Skills

- HTML, JavaScript, CSS, XML, JSON, SQL
- Power BI tool
- Fair expertise on MS Office - Word, Excel, Power-point.
- Working knowledge of Computer Hardware & Basic Networking.

## Projects Details

**Organization** : Infosys

**Date** : 1<sup>st</sup> Nov 2019 to till date

**Designation** : Technology Support Specialist

**Role** : SME

**Description** : Singtel is largest mobile network operator in Singapore. It provides ISP, mobile phone networks & fixed line telephony services.

## Accountabilities

- Managed vendor invoice processing and client communication to ensure smooth operations.
- Processed invoices in SAP FIORI and resolved disputes related to Telcold discrepancies.
- Handled client queries, escalations and provided timely updates.
- Allocated tasks to team members and trained new hires.
- Prepared daily, weekly and monthly reports on invoice processing and payment fulfillment.

**Organization** : Infosys

**Date** :18<sup>th</sup> Jan 2016 to 31<sup>st</sup> Oct 2019

**Designation** : Sr. Process Executive

**Role** : Fraud Data Analyst

**Description** : EEL is a British Mobile network operator and Internet Service provider. EEL is the second largest mobile network operator in United Kingdom.

### Accountabilities

- Served as a Fraud Data Analyst in the Fraud Operations Team, investigating high-value handset orders in SAP and canceling fraudulent transactions.
- Updated fraud investigation details in SAP and maintained accurate databases in Excel.
- Created daily, weekly and monthly reports to track fraud trends and performance.
- Handled customer escalations and provided timely resolutions.
- Trained new team members and allocated tasks to ensure efficient workflow.

---

### Appreciations

- Received various e-mails of appreciation from clients for handling critical requirements effectively.
- Received appreciation from Onshore Operational Manager for working on numerous complicated requirements and ability to maintain schedule adherence.
- Received appreciation for maintaining Quality compliance as per organizational standards.

---

### Hobbies & Interests

- Travelling, Trekking & Cycling.
- Listening to music.

---

### Personal Details

- **Full Name:** Bhalerao Abhishek Machhindra.
- **Gender:** Male.
- **DOB:** May 22, 1992.
- **Marital Status:** Single.
- **Languages known:** English, Hindi & Marathi.

I hereby declare that the Information given above is true and to the best of my knowledge.

Place:

Date:

Signature