

# Amirudaullah

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Dedicated Order Management Analyst with over 2 years of experience at British Telecom. Proven track record in optimizing order fulfillment processes, ensuring accurate order capture, and improving customer satisfaction. Skilled in using order management systems and collaborating with cross-functional teams to enhance the customer order journey.

## Experience

2022 – PRESENT

**Order Management Professional | British Telecom | Kolkata**

Receive and review customer orders for accuracy, including product specifications, pricing, and delivery details. Enter order data into the company's system, ensuring all information is accurate and complete. Maintain accurate records of orders and customer interactions.

MAR 2017 – JANUARY 2018

**Senior Associate | IBM Daksh | Kolkata**

Receive and review customer complaints submitted through various channels. Analyze complaints to identify root causes and determine appropriate solutions. Ensure timely and effective resolution of complaints to maintain high levels of customer satisfaction. Generate reports on complaint trends and resolution effectiveness to inform management and drive continuous improvement.

MAR 2016 – OCTOBER 2016

**Senior Associate | Wipro | Kolkata**

Follow up on escalated issues to ensure timely resolution and customer satisfaction. Document all support interactions and resolutions in the ticketing system for future reference. Maintain accurate records of user issues and solutions provided. Perform routine maintenance tasks to ensure systems are running smoothly.

MAY 2016 – FEBRUARY 2016

**Associate | Aegis | Kolkata**

Process and review invoices to ensure accuracy and compliance with company policies. Reconcile accounts and resolve discrepancies in billing statements. Receive and log customer complaints related to billing and service issues. Analyze complaints to identify root causes and implement effective solutions.

## Skills

Excel - Pivot - Power Pivot - Data Validation - Power Query - Nested Loop Function - SQL - DDL - DML - Canvas - Transformation - ETL - EDA - POWER BI - Data Modelling - Data Cleaning - Python (Basic)

## Certifications

<https://tinyurl.com/yc856bt2>

<https://tinyurl.com/269re9ev>

## Project work

Sample Dataset of Microsoft Power BI

Data Cleaning and Validation for Myntra Catalogue

Exploratory Data Analysis (EDA) Project

SQL Case Study for E-Commerce Analysis

Healthcare Data Insights: SQL Analytics Case Study

Project on Sales and Product Data in Python