X/9999 Sector –X, **Mobile:** +91- XXXXXX

XXXXXXX **Mobile:** +91- XXXXXX

XXXX XXX **E-mail:**XXXX@gmail.com

PIN - XXXXX (XXXX)

# **NAME**

### **Summary**

8+ years of experience in the ITES field which includes working in finance process, customer support, and data analysis & processing.

### **Technical Skills**

 Office Tools : MS Office, Web designing tools and other Job

specific Applications

Operating Systems : Windows

Languages : VB, HTML, JavaScript

Typing Speed : 50+ WPM

### **Professional Experience**

**1. Name of theOrganisation : E.Funds International Pvt Ltd, *Gurgaon***

Designation & duration : Team Member operations, w.e.f 25/10/2004

Brief description of the job profile:

* Researching the customers & their a/cs. with incomplete information
* Handling the payment option to be applied into various accounts
* eing vintage member taking various responsibilities assigned by TL:
  + Creating macros and templates for the reports
  + Mentering a team of 20 associates
  + Case management - allocating the cases within a time frame to keep a check on the volumes
  + Preparation of volumes report, quality reports, ensuring that the MIS is recorded

accurately and on time.

* + Communicating and discussing any unusual situation with our process consultant in the United States through mails and conference calls to bridge knowledge gaps and downloading the same to the team.
  + Preparing and revising training modules.
  + Preparation of training schedule and imparting trainings to new hires.
  + Providing regular feedbacks along with my Team Leader to the team members about their quality and productivity.

**Achievements (E.Funds):**

 Won **Spot Award** for best performance

* Selected for the **Pilot batch** for new process (**Mutual Fund/Annuity**) within 3 months of joining
* I am skilled for other processes on my floor and work for them as and when required.

**2. Name of theOrganisation : Alag Kumar & Associates, (Chartered Accountants), New Delhi.**

**Designation & duration : Process Assistant Apr. 2004-Oct. 2004**

**Brief description of the job profile:**

 Working on MS-Office and other financial software to process the data.

 Creating Macros, Formats and layout for report.

 IMS and EDP work.

 Worked in different MNCs (clients) like American Express, Coca Cola India Ltd.

 Maintainence of customised software

**3. Name of theOrganisation : IBM Daksh, Gurgaon**

**Designation & duration : Technical Support Executive, Nov. 2003-Apr. 2004**

**Brief description of the job profile:**

 Worked for reputed US-based clients

 Interacting with customers through web chatting to resolve their technical issues

 Analyzing the issues and resolve the same by recreating the same scenario at own end

 Researching in the provided database to find resolution

**4. Name of theOrganisation : Knowmore Education Systems, New Delhi**

**Designation & duration : Project Coordinator, Jan. 2000-Oct. 2003**

**Brief description of the job profile:**

 Data research and analysis

 Database maintenance

 Quality checking for the contents to be uploaded in the website

 Used MS Excel/PowerPoint for presentation

**5. Name of theOrganisation : Apex Information Services Pvt. Ltd., New Delhi**

**Designation & duration :**  **Data Analyst, Jan. 1997-Dec. 1999**

**Brief description of the job profile:**

 Analysis of raw data

 Used Acrobat to edit PDF documents

 Creating indexes for electronic magazines

### **Educational Qualification**

 Diploma in Computer Information & Management from UACL (1994)

 B. Com. from Delhi University, New Delhi (1995)

 Certificate in **French Language** from **Alliance Française,** New Delhi (2003)

### **Spoken Languages**

English, French, Hindi and Punjabi

### **Personal Details**

 Date Of Birth : XX-XX-XXXX

 Marital Status : Single

 Passport : valid up to 05-02-2013

 Hobbies : Music, Dance and Traveling