

# Nancy M R , Assistant Manager CSR

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## Profile

Experienced Professional having 9 years, 5 months work experience currently living in Bengaluru / Bangalore

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## Education

**Sri Jagadguru Renukacharya College of Law, Bangalore**

2011

Bachelor Of Computer Application (B.C.A)

Computers

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## Experience

**Assistant Manager CSR | Infosys BPM**

Jan 2014 - Present

v Effectively handling team of 55 members in Incident/Helpdesk/ServiceDesk Management working for client Daimler AG (Mercedes Benz) and internal Infosys projects on ITSM Tools like ServiceNow, JIRA, CISM and Database application COGNOS, Xtraction KB application Confluence.v Team actively supporting on Access management/ Troubleshooting on operating systems, MS Office, AD Account, Active Directory/Outlook/Skype/Teams supporting channels Email/Chat/Phone/Fax/Web Tickets.  
v Monitoring Telephony support and make sure customer satisfaction is reaching at 100% and provide feedback if necessary.v Handling internal/external Monthly and Quarterly Business Review and managing the MIS team of 4 - publishing the Daily/weekly/fortnightly reports to the Management to the Clients and identifying and implementing Improvement Projects.v Monitoring Vendors performance on SLA's and KPI's and working on new transitions planning/scheduling/KB Articles/Access and dependencies.

**OPERATIONS SPECIALIST | ORACLE INDIA**

Mar 2013 - Aug 2013

? Entering Oracle Academy Orders using R12. – OM (APAC, EMEA, LAD, US, CA) Also worked on Imaging Process Management on US, CAN and LAD regions. ? Generating the vouchers and TOD letters. ? Maintaining the daily and monthly reports in Excel.

**ADMIN ASSISTANT**

Nov 2011 - Feb 2013

? Processing EPF for the employees throughout the start to end process. ? Assisting on handling of basic Payroll process for the employees. ? Maintaining records, ?ling systems and computer ?les. ? Processing Medi-claim, ESI facilities to the employees. ? Provide New Hire Orientation for new employees.

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## Skills

Operations Management , help desk management , Data Analyst , Data Processing , team management

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## IT Skills

Incident Mgmt , Technical Helpdesk