

CURRICULAM VITAE



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OBJECTIVE:

To seek a challenging and responsible position in a reputed organization where my capabilities, technical skills and experience are best utilized and my professional skills are further enriched.

STRENGTHS:

A strong communicator and team player with excellent inter-personal skills and good customer interaction capabilities.

EDUCATIONAL QUALIFICATION:

- SSC from Tagore Home New Era High School, Sec-bad
- Intermediate from Indira Gandhi Women's collage, Secundrabad-2002
- Diwan Bahadur Modilari Padmarao Woman Collage -B.Com Computers (DBMR)-Sec-bad 2005.

TECHNICAL SKILLS:

Operating Systems	DOS, Windows XP
Tools and Utilities	MS Office, MS. excel ,Tally
DTP Package	Page maker, Corel Draw, Adobe Photoshop.

OTHER SKILLS:-

- Typing lower and higher in first class
- Fluent in the use of windows98/2000/XP.
- Also fluent in the use of internet

EXPERIENCE SUMMARY:

- Worked in the Dataflow group Pvt Ltd from 11/11/2021 to 10/04/2022
- Worked in Standard Character Pvt Ltd (SCFL) from 23-Dec-2019 to 11-Dec-2020

Roles & Responsibility:

1. Working as a Sales consultant need to call the customers.
2. Provide the Loan information based on his credit card as per the monthly calculator.
3. Giving the information to customer related available product try to close the lead.
4. Keeping the good relationship with customer to provide the further service.

- Worked at Volkswagen in LME Team (PPS. Motors Pvt Ltd) from 01/11/2016 to 31/9/2018.

Roles & Responsibility:

1. Need to call the customer every day & book the TD confirm the booking of vehicles.
2. Need to send the Daily reports in Sources views.
3. Need to prepare the Monthly reports Sources views.

- Worked in Wipro info tech as Desktop Team leader in (Aurobindo pharmacy project) for 21st-Nov-2014 to 04th-Feb-2016.

Roles & Responsibility:

1. Working on the mails I use to get daily 100 mails.
2. I should ready properly need to log the call through ticketing Tool.
3. Need to assignee calls to engineer as per issues to particular Team after solving the issue is should reply on the same mail.
4. Need to prepare the daily call report Unite wise & Team wise I have sent to direct Client.
5. Need to prepare reports monthly wise I have send to Client & as well as Our Manager.
6. Maintaining the Hardware spare & Desktops
7. Need to do the follow-up with vendor
8. Need to prepare the Gate pass
9. Maintaining the attendance of engineer's with Unit wise.
10. Need to close the calls with in SLA
11. Handling User level escalations and managing the stores.

- Worked in Forbes Techno systems as a Administrator & co-coordinators from - 1st-Feb-2013 To 31st-Jan-2014.

Roles & Responsibility:

1. Need to co-ordinate with engineers for installation of Multifunction kiosks Machines & cash deposit Machines in District views.
 2. Need to co-ordinate engineer to collect the Installation reports from all the District view s
 3. Need to close the call after installation.
 4. Need to maintain the Records as per district.
 5. Need To collect the check s from the Distributors.
 6. Need log the spares in SAP Tool.
 7. Monitoring Every day calls
- Worked in HCL Info system (APSCAN Project) As a helpdesk team leader From 1st-Jan-2010 to 31st-De-2011.
 - Worked as a “Call coordinator” in “Wipro Infotech” Hyderabad,

Work profile:

- a. Interacting with Clients and Vendors.
- b. Monitoring Every day calls
- c. Managing the Desktop resources and manpower.
- d. Handling User level escalations and managing the stores
- e. Generating daily Productivity report, Attendance and shift plan reports

Previous Work Experience:

- Worked in an “Airtel Customer care” in IBS for a period of 6 months.
- Worked in ICICI personal loans for a period of 8 months.

HOBBIES:

- Listening Music
- Reading books

PERSONAL PROFILE:

Name : U.S.Sujatha
Husband's Name : U.P.Siddeshwar
Gender : Female
Date of Birth : 01/12/1982
Marital status : Married.
Permanent : H.No:3-1-72, Aulvamanda, S.V. Street,
R.P.Road. Secunderabad
Languages known : English, Hindi & Telugu.

I hereby declare that the above-mentioned details are true to the best of my knowledge.

Date:

Sujatha. P