

## RESUME

**Name:** Rupesh Babasaheb Sakat

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### **OBJECTIVE**

To join a team of quality professionals working in a highly innovative environment to utilize my present experience, educational background and interpersonal skills that, would be mutually beneficial for the advancement of the organization and enriching my knowledge towards continuous growth and advancement.

### **Work Experience**

**1) Company Name:** HCL Technology Ltd

**A. Client-** Microsoft Ltd

**Designation:** Content Analyst

**Tenure:** June 2021 to Feb 2022

**B. Client-** VMware IT Ltd

**Designation:** Data Analyst (2)

**Tenure :** May 2019 to May 2021

**2) Company Name:** Infosys BPM Ltd

**Designation:** Senior Process Associate (2A)

**Tenure :** March 2013 to May 2019

### **Summary:**

A dynamic professional with over 9 years of experience in Operations, Process improvements, Escalation Management, Knowledge Management in BPO industry.

### **Expertise:-**

**Domain:** Customer Service, Content Writing, Content Analyst and Data Analyst

**Specialist Area:** MS Office, Content Development & Management, Order Management, Contract Management, Proficiency in Oracle and SAP

**Tools:** Sales Force-CRM, Oracle 11i, C3, CSCC, Connect Dots, R12, CCW, CPQ

### **Responsibilities**

1. Working as Data Analyst.
2. I have 2 year's industry experience in order processing, distribution, or invoicing, with specific knowledge of software transactions and general knowledge of revenue recognition.
3. Interact with sales teams, channel partners and numerous internal groups as required supporting the Quote-to-cash process.
4. Ability to identify and resolve issues to effectively process quotes.
5. Accurately review and enter quote data as per company requirements.
6. Handle quote reconciliation, pricing, contract terms and program requirements.
7. Maintain all published SLAs for order processing and fulfilment.
8. Adhere to all compliance guidelines including SOX and export regulations.
9. Working as Customer Support Executive
10. Content writer and Content Analyst
11. Handling escalation requests
12. Working as shift anchor and floor Support
13. Ability and motivation to work efficiently in a multi-task environment, both independently and as part of a team

### **Strengths**

1. Capable of handling stressful environments
2. Ready to take task with responsibility
3. Always ready to learn new things
4. Analytical ability
5. Excellent Customer Service Management through Chat/Emails

### **Rewards:**

- 1) Dec 13- Best employee of the year (World Disability Day 13)
- 2) Dec 14- Best employee of the year (World Disability Day 14)
- 3) July 14- Won the Spot Award for outstanding performance within the team

- 4) July 16- Won the Spot Award for outstanding performance within the team
- 5) Jan 17- Won the Extra Miler Award for outstanding performance within the team
- 6) Jan 19- Won the Spot Award for outstanding performance within the team

#### **EDUCATIONAL QUALIFICATION**

<b>Qualification</b>	<b>Year of Passing</b>	<b>Board/ University</b>	<b>Class Obtain</b>
MBA (HR)	2015	Savitribai Phule Pune University	2 <sup>nd</sup> Class
B.Com.	2009	Pune University	1 <sup>st</sup> Class
H.S.C.	2006	Pune University	1 <sup>st</sup> Class
S.S.C.	2003	State Board	2 <sup>nd</sup> Class

#### **PERSONAL DETAILS**

**Nationality:** Indian

**Date of Birth:** 29<sup>th</sup>Oct, 1984

**Sex:** Male

**Marital Status:** Married

**Current Address:** Sai Colony, Triveninagar,Nigdi, Pune-411044

**Permanent Address:** Kashti, Tal:-Shrigonda, Dist:- Ahmednagar

**Languages Known:** English, Hindi & Marathi

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#### **Declaration**

I do hereby declare that the particulars of information and facts stated herein above are true, correct and complete to the best of my knowledge and belief.

**Rupesh Sakat**