**Juli Reji**

**Flat 101 Medows Residency,**

**G M Palaya,**

**New Thipsandra.**

**Bangalore - 75**

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**CAREER OBJECTIVE**

* To work at the responsible position of ISO Internal Auditor or a Team manager and

support the organization in meeting their quality and security standards.

**SKILL SETS**

* Extensive knowledge about the quality assurance and security measures.
* Certified and Trained as a Lead Auditor for Information Security Management

              System **(ISO 27001:2013) a**nd **ISO 9001:2015.**

* Ability to detect and analyze problems and suggest feasible solutions.
* Capability of handling responsibilities as a team and as an individual.
* Self confidence
* Strong communication and client interaction skills
* Good listening skills
* Calm under pressure
* Patient
* Team player

**TECHNICAL SKILLS**

* Knowledge of Network Topology, Routing Protocols, IP addressing.
* Installation and configuration of Cisco SOHO Routers.
* Worked on Platforms Windows XP, Windows Vista, Windows 7 and MAC OS.
* Installation of wireless printers and Cameras.
* Also possess knowledge of C, C++, and PL/SQL.

**PROFESSIONAL EXPERIENCE**

**Credence Resource Management** June 2022- May 2023

Worked as an Internal Auditor

1.Audit all controls prepared as per plan within stipulated timelines

2.Able to work independently and produce results with minimal supervision 3.Apply audit principles, procedures and techniques

4. Execute the Audit Plan and organize the work effectively to ensure coverage of Processes & Functions

5. Prioritize and focus on matters of significance

6. Monitor calls and audit dialer reports to check for Regulatory requirement adherence

7. Collect information through effective interviewing, listening, observing and reviewing documents, records and data

8. Understand the appropriateness and consequences of using sampling techniques for auditing

9. Verify the accuracy of collected information

10.Confirm the sufficiency and appropriateness of audit evidence to support audit

11. Prepare audit reports of suitable quality

**Infosys BPM** from August 2020 May 2022 as a Process Specialist.

Job role included: -

1. Checking customer complaints and doing a root cause analysis for the same. Highlight it to the respective Team Leader and then provide a feedback.
2. Preparing and presenting Weekly Business Review for Quality team.
3. Preparing and presenting the data required for Governance Call.
4. Scheduling and managing feedback session from Quality team.
5. Handling client queries in regards to quality perspective.

**Quadron iSolutions Pvt Ltd. September 2017 Aug 2020**

**Worked as a Team leader Quality Training and Customer Care.**

Key Responsibilities:

Operations and Audit:

Manage team of 32 people into account receivables and take care of daily collection activities.

Take training for new agents as well as conduct refresher training for the team.

Monitor and give quality feedback to the agents on timely basis and check the implementation of the feedback given.

Do Quality Analysis of Collectors.

Handling chat order line process.

Handling chat process which is into order line of cosmetics.

Involved in the hiring process too.

**Netpulse Communications India Pvt. Ltd. (June 2014 Sept 2017).**

Worked as a Team Leader Quality and Customer Care and Retention Team.

Key Responsibilities

       Manage a team and excel towards continual customer satisfaction.

       Do daily ticket analyses of the customers based on various complains documented by Tier 1 Support. Scrutinize and make a list of customers to be called on a daily basis. After that assign the list of the team. After checking the calls made by the agents and depending on the customer satisfaction level ensure that the client is kept happy till all the tickets are closed and ensure regular follow ups are done by Tier 1 Support and customer care team.  Monitor the calls made by the customer service agents and provide a quality feedback.

       Handle Customer complaints and take care of escalations

       Have been an internal auditor for various departments like Admin, HR Tier 1 Support. Checking the documents maintained by the various departments as per ISO standard and checking the implementation.

       Have lead project for an upgrade of almost 300 clients and with the sales team and managed to achieve a target of 83% conversion. Coordinate with the retention team and help to retain the customers.

**3 Global Services. (Tech Mahindra BSG)......  December 2011 till Sept 2013.**

 Worked as a Customer Relationship Advisor in Post-pay.

 Key Responsibilities

* Technical troubleshooting of smart phones.
* Solve Billing Queries.
* Handle post repair issues.
* Handle customer queries.
* Resolve mobile phone accounts issues.
* Check timely payment of bills.
* Activating add-ons.
* Raising Cases for network related issues.
* Assigning open cases to respective team members so that the issues can be
* Resolved and taking the responsibility that the cases can be closed on time.

**NewVC International......     July 2008 till November 2011**

  Worked as Technical Support Engineer in CISCO.

  Key Responsibilities

* Responsible for installing, maintaining, configuring, troubleshooting and problem resolution of various
* net working devices of elusive client’s for setting home or small office networks for WinXP, Win Vista,
* Win7 and MacOS. Products include Routers, Switches, Wireless Adapters, Range Expanders, Access
* Points, Ethernet Bridges, Gaming Adapters, Cameras, Print Servers, etc.
* Providing remote assistance to troubleshoot the issue, wireless security, value added client services by
* attending client queries and issues. Quickly and accurately performing multi-tasks like documenting
* information seeking and problem solving. Working effectively as a team member and facilitate cooperative environment to meet and exceed client expectations.

**ATS InfoTech....... April 2007 till July 2008**

 Worked as Counselor

 Key Responsibilities

       Job Summary: ATS InfoTech (Advance training system) is an Organization dedicated to the training of Software products. 1My job profile over here was to look into the conversion of sales done by the counselors and also do the counseling of hardware as well as software products and target the unconverted enquires. Making a report of the inquiries and the formation of batch schedule and well as looking towards the collection of fees and sending a report to the head office. Designing the advertisement for the institute. Conducting JOB fairs.

**Mphasis (EDS).......  May 2004 to May 2005**

 Worked as a Customer Support Exec.

 Key Responsibilities

       I was working for an US process mainly into providing Cash and Food stamp benefits for the poor and also provide the social security benefits Taking calls regarding to their queries and filing reports about loss of food stamp or cash cards handling calls from Media as well as police. Making a report of all these calls and forwarding them to the concerned department.

**EDUCATIONAL QUALIFICATION**

M.B.A. (Systems) – 2001 from University of Pune, scored 70%

B.C.S. – 1999 from University of Pune, scored 61%

H.S.C. – 1996 from Maharashtra State Board, scored 53.33%

S.S.C. – 1994 from Maharashtra State Board, scored 76.14%

**PERSONAL DETAILS**

Date of Birth:  25.12.1978.

Languages known: English, Hindi, Marathi and Malayalam.

Marital Status: Married.

**Date:**

**Place: Pune                                                                                                         Juli Jibu**