**CURRICULUM VITAE**

Gokilavani V

No 59, Nadar colony, Nanjundapuram road,

Podanur,

Coimbatore- 641023

Mobile: +91- 8220979077

Email:gokib.tech03@gmail.com

**Objective**

To work and grow in an environment where performance is rewarded with new responsibilities and challenges, willing to prove myself as an asset to the organization and the team by applying my analytical skills.

**Educational Qualification**

Bachelor of Information Technology with 79.5% at Tejaa shakthi college of technology for women in 2015

Secured 79% in Higher Secondary Examination at K.P. M Matric higher secondary school in 2011

Secured 76% in SSLC Examination at K. P. M Matric higher secondary school in 2009

**Professional Experience**

**Company:** Infosys( Jan 2018)

**Client:** Cisco

**Project Name**: Order Management

**Designation:** Senior Process Executive

**Job Profile**: We handle Order and Booking process which falls under Order Management

Order and Booking Manages the requests from the customers related to their requirements with their profile.

Customer submits the Request either in online or FAX.

**Responsibility**: With help of FAX/Email attachment, we will enter the order in CCW as per Customer Requirements which will flows in Oracle (R12).

If there is no issue, we will Book the order either in CCW or Oracle. If there is any issue, we will contact the Customer through Chat and Mail.

**Experience**: 2 years 6 months

We will support the Following theaters:

1. APJC

2. EMEA

3. USAI and UK

Interact with internal and external customer while entering the order.

Handle all customer complaints.

Take appropriate action to ensure customer needs are met

Respond to Customer through Chat and mail.

**Computer Literacy**

 Knowledge of operating ORACLE R12

 CRM (Salesforce.com)

 Tools and Applications: MS Office (Word, PowerPoint & Excel)

 Contract Management Tool (CMS)

 Customer Commerce Work space (CCW)

 Sabrix Tool for Tax validation

 KIWA for Flat offers

 EDMS

**Personal Details**

Name : Gokilavani v

Father’s Name : Vellingiri k

Permanent Address : D/O K.Vellingiri,

No 59, Nadar colony, Nanjundapuram road

Podanur, Coimbatore -641023

Nationality : Indian

Gender : Female

Marital Status : Single

Languages Known : English, Tamil,Hindi, Malayalam

**Declaration**

I hereby declare that all the information mentioned above is true to the best of my knowledge.

**Date:**

**Place:** **(Gokilavani V)**