




Rashmi Rajendra Zope
MBA - Marketing and
Telecom Management

Personal Information:

 B-15, Samarth sankul, opposite to
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Key Expertise:

- Microsoft Excel
- CRM
- Enterprise project management
- Microsoft Outlook
- OSS/BSS
- Revenue Assurance
- Team Management, Leadership.
- Operating System: Comfortable with Windows, Linux and Mac.

Extra Curricular Activities:

- Participated in Indian Student Parliament (9 th Bhartiya Chhatra Sansad) at MIT WPU
- Poster presentation on Artificial intelligence at MIT SOT Pune

Language:

- English – Advanced
- Hindi – Advanced
- Marathi – Proficient

Personal Interests / Hobbies:

- Listening Music
- Traveling

Objective:

To get a challenging and stimulating job in an organization where I can positively contribute my skills and channelize my creativity for the benefit of the organization and acquire new skills in the process.

Educational Qualification:

Qualification	Institute	Year of passing	Percentage (Grade)
MBA (Marketing and Telecom Management)	MIT - Management	2018-20	79% (Till date)
B-Tech (Computer)	Govt. College of Engineering, Jalgaon	2014-18	75%
H.S.C.	M. J. College, Jalgaon	2014	64.71%
S.S.C.	A. T. Zambre, Jalgaon	2012	86.91%

Internship:

- Company - **Bharti Airtel Private Limited**
- Duration - **April 29, 2019 - June 29, 2019**
- Key Skills:
Microsoft Excel, CRM, IB2B, Microsoft Outlook, Enterprise project management, Project Management Skills, Project Coordination, Customer Service, M6, Customer Interaction, Networking, Microsoft PowerPoint.
- Understand B2B operations, clients and products of the company.
- Understand the end to end delivery process.
- Get acquainted with the various teams involved in delivery process.
- Perform delay analysis of order login to delivery execution timeline.
- Identify top delay reasons and gaps in delivery process.
- Provide support for day-to-day operations of the project team.
- Interact with the clients to understand the status of the order and

Project:

- **Analysis of RF connectivity provided by Airtel to their B2B Business client.**
Analyses the process flow of RF orders and make a checklist on that basis of phases of order login to execution. Identify gaps in delivery process and also researched the Top delay reasons.

Assessments / Certifications:

- **OSS BSS FRAMEWORK'S**
OSS/BSS, Digital Transformation, CSP to DSP
Digital Maturity Model (DMM), Billing, Rating and Mediation
- **Revenue Assurance and Fraud Management**
Various types of Revenue Leakage ,Revenue Assurance, Fraud Management
- **Microsoft Office Excel 2016**
Aggregate: 746.0 / 1000.0
Core Data Analysis, Manipulation and presentation
Identifying trend's/patterns from available data
- **Google Digital unlocked**
Aggregate: 38.0 / 40.0
Core concepts of Digital marketing
Introduction to Analytics and data insights