

CURRICULUM VITAE

Dimpy Boruah

Objective:

Seeking an Opportunity where I can effectively exhibit and improve my expertise to significantly contribute and give profitable business to the organization with my skills.

Academic Qualification:

Examination	Institute	Year	Result
10 th	Shankar Dev Bidya Niketon, Assam	2004	76%
12 TH	Nowgong College, Assam	2006	64%
BSC Bio-Technology	East Point College, Bangalore	2010	78%
MBA (finance & HR)	Great eastern Management School	2014	80%

Experience

- Worked in Fidelity Investments as a Senior Associate from January 22nd 2012 to 6th February 2014.
- Worked in Southerland Global service Ltd as a Order Management Consultant for Dell Client from 07th February 2014 till 9TH June 2015.
- Working as Senior Process specialist in Empower retirement from 20th July 2015 till now.

Role in Fidelity:

- I work in a team called as Money – In Checks (Cheques)
- We deal with millions of checks of participant and clients.

- Validating the plan profiles and preparing training modules.
- Providing daily, weekly and monthly reports on transfer of assets
- Solving queries in the team
- Giving presentations on the recent updates on the process and explaining the error histories.
- Giving Cross training in different segments.

Role in Sutherland Global Service Ltd

- Dealing with Public Large Enterprise & Global Customers
- Analyzing the customer demands, order fulfillment, Rejections through the system due to bugs, tool fine-tuning and stabilization, enhancing the quality of the orders.
- Dealing with Public Large Enterprise & Global Customers
- Collect, enter and validate orders into Order Management System(GII,ORL)
- Statutory checks with regards to Taxation, Duties, Octroi, and Road Permits/Declaration letters, Procurement certificate document for exemption of duties

Ensure that all orders are processed and delivered to customer site within lead times as per customer specification and that any delivery specific requirements are.

Role In Great West Global business services India Pvt Ltd

Operating maintenance work like updating participants address, DOB, hire date, termination date and all other important information and their beneficiary information. Handle service request from client for Social security Number correction and transfer balance for US participants.

Achievements:

- Won on the Spot award in Fidelity Investments for getting cross trained into various segments.
- Won One ZD Gold award and Five Silver Zero defect awards for achieving high targets with no errors.
- Completed Domain certification with 100 %.
- Client appreciation from Dell team and rewards for meeting their target in Sutherland Global Service.
- Gold medalist in MBA.
- Provided training about process to new employees in GWG.

Skills:

- Can speak fluently **languages** like English, Hindi, Assamese, Bengali
- Ability to Work Under **pressure**
- Ability to **lead** a team
- Good **Communication** Skills
- Can Work Effectively with Diverse **Group of People**
- Can do any type of work with **minimum supervision** and **independently**.

Interests and Hobbies:

- Presentation
- Travelling.
- Exploring new places hanging around with my friends.
- Browsing.

Personal Details:

- **Fathers Name** : Late Kshira K. Boruah
- **Mother's Name** : Mrs. Upama Boruah
- **Date Of Birth** : 2nd November 1988
- **Nationality** : Indian
- **Contact Number** : +919738311477
- **Email Address** : dimpyboruah99@gmail.com
- **Postal Address** : #Sri Nilaya Flat no 302,4th cross Bilekahalli near
MG school- Bangalore- 560076
- **Permanent Address** : C/o. Mrs. Upama Baruah, PS Road Amulapatty, Nagoan,
P.O. Nagoan, Assam 782001

Declaration:

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

(Dimpy Boruah)