

CURRICULUM VITAE

KUMARA.B

NO.8,3RD CROSS MUNESHWARA LAYOUT

KUDLU MAIN ROAD

Bangalore - 560068

Mobile: 8050440726

Email: kumara.manu@yahoo.com

Executive Summary:

An energetic and self motivated professional with 12.5 years of experience in Backend Operations, MIS Reports, Business and Data Analysis, Presentation & MS Excel skills. A self-starter with strong support, team work and time management and good interpersonal skills combined with ability to work in a team and quick adjustment to the new situations and work.

Telecom Industry:

- Airtel : MIS Co-ordinator and Auditor (7 Years)
- Tata Teleservices Limited : Business Support, Data Analysis, MIS co-ordinator, Credit Control Officer – Region –(4 Years)

Key Skills:

- Good in analytical skills,business co-ordination and MIS reports
- Sound Knowledge in MS-Office Tools: Well versed and advanced in MS Excel functions, and creating excel dashboards
- Good in presentation skills (MS Power point) and MS Word tool

OBJECTIVE

To enhance my skills and to obtain expertise in all stages of individual development as committed professional a good team member and achieve excellence by delivering high quality work.

COMPUTER PROFICIENCY

Software Skills:

- Office Suite packages, Database Management,POS, CRM (ORACLE), METASOLV,ARBOR& SAP.
- Fox Pro, VB, VC++, Oracle 8
- Operations & Environment : MS-Dos, Windows95, Windows 97, Windows NT, Windows 7
- Network Concepts : LAN, WAN, MAN

EDUCATIONAL DETAILS

- PUC

WORK EXPERIENCE I

Bharathi Airtel Ltd from 10-Sep-2004 to 30-Aug-2011

Company Profile: Bharathi Airtel Ltd is an Indian state-owned telecommunications company headquartered in New Delhi, India.

As MIS Coordinator

- Handling Customer complaints
- Data entry of customer Related
- Generating MIS report
- Data Compiling from software's & Generating Reports for Analysis
- Periodical Markets reports (Daily, Weekly & Monthly)

WORK EXPERIANCE II

Tata Teleservices Limited Bangalore from 10-Sep-2011 to 01-Aug-2014,

Present Experience Retail Sales Area In charge From Act Fibernet Fast 2015 to Till date

As Customer Care Executive

- Handling customer queries
- Mail follow up and co-ordinating end to end to close customer related queries
- Reports based on customer calls, open and closed calls

Business Support

- Liaison between the agency & the company for billing & commission.
- Handling all the vendor bills, channel partner payment as per the TAT
- Handling all the Regional MIS reports & PPT's as well.
- Follow up on the sales revert cases
- Follow up on cheque bounce cases for collecting the amount
- Receipt book control by random auditing at the CAS level.
- Ensuring Discipline & compliance is maintained by the agency
- Raising all the Salary, Purchase and order creation through SAP

Credit Control Officer

- Credit and address Verification
- Barring and unbarring the credit limit crossed account
- Increasing the credit limit for Goodwill customer
- Increasing customer base through upgrading the credit limit

MIS Executive (Region)

- Sales Team wise performance report on daily basis
- Target vs Achievement report on weekly basis
- Activation, Sales Reject, Product, Revenue and Churn Report
- Billing Adjustments Product wise
- Active base count with data Product wise
- Upgrade / Downgrade data all systems
- Total Accounts billed and Billing amount closing month
- Channel Contribution Gadds/MRC Product wise
- PRI MOU trend
- Powerpoint presentations for products and meeting

Data Analysis (Region)

- Weekly and Monthly review data for management meeting
- Performance and trend analysis
- Product analysis
- Team wise performance analysis on Targets
- Excel dashboards for review
- Quarterly and yearly performance trend

Software Exposure in Tata Teleservices:

- Point of sale : Auditing the customer, prepaid and post paid application form, entered by the Data entry operators, and rectifying the error done by them through called, CRM, POS, Documentations auditing and processing, entering the Customer postpaid and prepaid physical application into the system.
- Customer Relationship Management :Customer details are stored here, customer queries, information, billing, credit limit, bill cycle and all other customer related queries can be viewed. Status of installation details can also viewed.
- ARBOR: Bills, Call usage, Adjustment, Discount and working details can be viewed
- METASOLV: All VAS features and technical complaint are handled. Activation/Deactivation of STD, ISTD, clip, DCCB, Call forward Calling Level, 3-way call conference, Call Wait, Voice mail

- SAP : Purchase request, Migo, Invoice parking, PO creation and service request

WORK EXPERIANCE III

ACT FIBERNET Bangalore from 01-Sep-2015 to Till date

Being a Business Analyst

- Daily, weekly report and review data with analysis for weekly and monthly call
- Review PPT for management
- ASM Brand wise performance analysis
- Brand wise trend analysis
- Depot wise billing tracker and liquor transfer details
- Competitor analysis to view the market trend
- Shipment projection based on the performance measurement

Being a Trade Marketing Co- Ordinator

- Vendor procurement and co-ordination
- Creating purchase request and order
- Creating Vendor Registration Code
- Processing vendor and distributor payments
- Weekly and Monthly review data for management meeting
- Merchandiser –Co-ordination
- Event Organising
- Weekly Market Visit

Area of Interest

Business Analyst / Credit Control Officer / Team Leader / MIS Manager / Trade Marketing Manager

Soft Skills

- Planning the work before implementation
- Dedication towards work
- Fast Learner
- Develop good interaction with fellow colleagues
- Take up challenging responsibilities
- Create a good working atmosphere
- Client Relationship
- Flexibility

Personal Details:

Father's Name : Basavarajappa.B.G
Sex : Male
Date of birth : 05-March -1984
Marital Status : Married
Religion : Hindu
Language Known : Kannada, Hindi, English

Declaration:

I hereby declare that the information given is true and accurate to the best of my Knowledge.

Thanking You

Date:

Place: Bangalore

Kumara.B