

# RESUME

**NANCY PRICILLA MARY.R**  
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Chennai- 600097

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## **CAREER OBJECTIVE:**

To get a job in a good organization that would provide me an opportunity to expose my knowledge and effort in the right direction for the development of the organization and myself.

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## **Education:**

- Diploma – BSS Advance diploma in Montessori and child education with 78.5%
- Diploma – Diploma in computer science and Engineering with 76.54%
- SSLC(10<sup>th</sup>) with 52 %

## **Extra Qualification:**

- 1 Adobe Photoshop, Coral draw, MS Office
- 2 Typewriting(lower)
- 3 HDMP (Honourable diploma in multimedia programming)

## **Achievements:**

- Received 8 times star associate award in RNR (Quarterly Bases)

## **Co-Curricular Activities:**

- 1 Done a project in diploma INVENTORY CONTROL SUPPLY CHAIN MANAGEMENT SYSTEM.

## **Professional Experience:**

**Role:** Senior Executive - Service Quality.

**Experience:** May'21 - Till

Company Name: Altruist technologies private.ltd

**Role:** Service Quality analyzer.

**Experience:** Feb'17 - Aug'17

Company Name: Firstsource Solutions Ltd

Company Name: Vertex customer Management India Private Limited **Exp: Aug'17 – May'21**

**Role:** Customer Service Associate(MIS).

**Experience:** Aug'14 - Feb'17

Company Name: Firstsource Solutions Ltd

### **Project:**

**Title** : Service Quality Analyzer.

**Client** : Bharathi Airtel Groups.

**Database** : MS Access, MS Excel and SQL Server 2008.

**Application:** ICRM (ORACAL Application), ECMS (Ericsson Customer Management System), UD, SIEBEL.

### **Customer Service Associate Process Details:**

Number Management System is origination for telecom industry, which takes care of Number Generation, Inventory Management & Number Recycling. NMS is Source for both Prepaid & Post-paid Provisioning, It is directly linked with sales & marketing team in terms of marketing requirement on Number projection, New Acquisition, etc...

### **Service Quality Details:**

This project is based on **Telecom Regulatory of India** (TRAIL). We are analyzing the **postpaid** and **prepaid** customer request given by the Airtel India (P) Ltd. The request included Wrong Recharge reversal, NPT(New product Testing, Adjustment debiting and crediting Posting, DA debiting and crediting posting, Recreation, MNP benefit posting failures, Post to Pre, NMS (Number Management System), Pre to Post, MBC (Mobile base component), SI TOC.

Certifying the new joined employee to train and develop in the process. Some of the complaints based on SR (Service Request). Normally it was generated daily once with the help of MS Access and MS Excel.

### **Senior Executive – Service Quality Details:**

Team management, Scheduling Process to the team, Publishing CAD Process

Executive Summary - MTD, MS Process Executive Summary – MTD to the Operation team and to Client, Audit Scheduler, PMR report and Airtel one view report for Process review. Following the key responsibility areas. Discuss and explain the feedback with team members in regular meeting.

**Personal Profile:**

Name	:	Nancy Pricilla Mary R
Father name	:	Rajan Bernard Y
Date of Birth	:	25 <sup>th</sup> march 1990
Gender	:	Female
Marital Status	:	Married
Nationality	:	INDIAN
Language Known	:	English, Tamil

Place: Chennai  
Date:

Signature