

Mohammed Yunuzama. I

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Chennai - 600057

EDUCATION :

Degree : B.sc Computer Science (2012-2015) - 65%

University : The New College, Royapettah, chennai.

Course : H.S.C (2011-2012) - 68%

Institution : St. Joseph higher Secondary School

Course : S.S.L.C (2009-2010) - 72%

Institution : Don Bosco Matriculation School

CAREER OBJECTIVE :

To attain a challenging position in a well-known organization which can further enhance my learnings, knowledge and skills. To obtain a position in the organization that can absorb my training and skills, helping me add more value and success to the overall growth of the company.

KEY SKILLS :

- Communication
- Enterprise resource planning
- Co-operation & time management
- Reliable & adaptable
- Team leadership

PROFESSIONAL WORK EXP : Jan29' 20 - Dec25' 21

WIPRO (FORMERLY ALIGHT SOLUTIONS), chennai

Designation : Benefits Operations Administrator

RESPONSIBILITIES :

- As a part of Defined contribution, was responsible for managing the contribution of employees for various clients.
- US based employees loans, withdrawals, taxations, distributions, payments are managed on a daily basis with quality checks.
- Generate and distribute different reports as required by each client considering requirements.
- Responsible for updating SOPs whenever an update is received from the Onshore team for the individual clients and also shared within the team.
- Analyze transactions to ensure proper quality and accuracy standards according to client requirements.
- Interact with the Onshore team for any process update/change.
- Notifying queries via maestro tasks to the client team and follow up to ensure queries are resolved on time.
- Coordinate with the Payroll team to ensure payroll related issues are resolved in a timely manner.
- Responsible for providing effective training to the new hires by multi-tasking & managing my work at the same time.
- Serve as a subject matter expert on assigned clients & participate in implementation of new clients.
- Maintained record of monthly, quarterly and annual reports in MS Excel for frequent analysis.

TOOLS WORKED ON :

- TBA, ATE, Maestro, BLUEPRINTS TOOL, DC EDITS TOOL
- Query - IBM Lotus notes, SFDC, hrX Assist

ACHIEVEMENTS :

- Received Blaze award for top performance.
- Received high profiled contribution rating with good incentives.
- Trained new hires and cross trained other team members.
- Supporting my seniors as a backup.

PREVIOUS WORK EXP : Aug19' 15 - Sep21' 18

Hewlett Packard Enterprise, chennai

Designation : Process Associate

RESPONSIBILITIES :

- A sales service coordinator with good knowledge in SAP SD (sales & distribution) which covers the entire flow of O2C or OTC (Order to Cash) process.
- As a part of the Order management team was responsible for creating sales quotes in VA21 with different SLA's based on workflow scenarios.
- Quotes contain service level agreements (SLA) like foundation care and data center care packages with different product services like 6hr, 12hr, 24x7 based on customers requirements.
- Responsible for creating invoice in VF01 after products are delivered to the customers.
- Raising queries to FO's in the sales force tool (SFDC) and providing status updates via email and chat.
- Multitasking & cooperating with teammates on complex requests using SAP wizard automation tool.
- Ensuring all the documents are quality checked and completed within the given TAT.
- Taking initiatives on escalations by giving priority & ensuring they are resolved on time.
- Warranty checked through automation tools to ensure 100% quality and compliance in the process.
- Deal up with end to end business by providing volume details to the sales through completion report with zero error percentage.
- Serving and maintaining a long term good relationship with FO's.

ACHIEVEMENTS :

- Getting appreciation emails and recognition from my clients.
- Crossed trained other team members.

TOOLS WORKED ON : SAP, SFDC - Sales force tool, SAP wizard, Automation tool.

EXTRA ACTIVITIES :

- Taking initiative on the tasks assigned by the Manager, Team Leader & seniors.
- Trained a new Hire, supporting my colleagues whenever required.

PERSONALITY TRAITS :

- Displaying good character, being humble and willingness to lead & learn.
- Creative, encouraging and personally originates and develops new ideas.

PERSONAL INFORMATION :

- Date of Birth : 22.07.1995
- Gender: Male
- Father name : Irshad Basha S.K
- Mother tongue : Urdu
- Nationality: Indian
- Languages : English, Tamil, Hindi, Urdu

SPORTS :

- Won overall HPE individual championship award in outdoor games (cricket, volleyball, football).

DECLARATION : Hereby, I declare that the above furnished information was true to the best of my Knowledge & belief.

Date : _____ Thanking you,

Place : Mohammed Yunuzama. I