

Divya Arora

EXECUTIVE - TPDDL

CONTACT

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Location - Delhi, India

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SKILLS

- SAP
- MS Office
- Total Quality Management
- Employee Engagement
- 6S
- CSR

ACHIEVEMENTS

- **Shabash Award:** For handling the Team Leader role and Billing Quality Check activities.
- **Instant Award:** For handling and resolution of high number of cases in Billing Quality Check.
- **Wow card and Employee of the month:** For timely charging the differential costs through manual calculations in excel.
- **Employee of the month:** For development of Know your MDI poster on electricity bills for awareness of consumers

STRENGTHS

- Team Player
- Quick Learner
- Positive Attitude
- Good Communication
- Adaptable

OBJECTIVE

Secure a responsible career opportunity to fully utilise my training and skills, while making a significant contribution to the success of the company.

WORK EXPERIENCE

Tata Power Delhi Distribution Ltd.

Team Leader - Billing Quality Check

2016 - Present

Responsibilities:

- Daily allocation of cases among the team members.
- To ensure release of all out sorted bills within prescribed timelines with 100% accuracy and zero defects.
- Tariff Implementation: Implementation of tariff as and when received by Go-NCTD and DERC after testing on Development and Quality server in SAP.
- Handling consumer grievances related to billing.

EDUCATION

MBA – HR

IP University
Percentage – 76%

2019 – 2021

MA Economics

IGNOU
Percentage – 64%

2017 – 2019

Economic Hons.

Delhi University
Percentage – 61%

2014 – 2018

Higher Secondary Education

Central Board of Secondary Education
Mata Jai Kaur Public School

2012 – 2013