

Braja Bihari Jena

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Skilled individual with good understanding and experience in warehouse operation, backend operation and team handling.

SKILLS

- Strong Problem Solving
- Acute sense for detail
- Organization and Time Management
- Team handling

EXPERIENCE:

PRESENT ORGANIZATIONS:

British Council Examinations and English Services India Private Limited (BCEESIPL)/IDP Education, Gurgaon

Note: British council's India IELTS business is acquired by IDP Education effective 1st August 2021, hence current organization is IDP Education.

Role: MIS Team leader (Customer service backend Operation)

Duration: December 2015- Present

Roles & Responsibilities: -

- I work in the Exams Customer service department of British council (under Orcapod pay roll), responsible for backend process of various IELTS exam services. e.g EOR (enquiry on results), ATRF (additional Test report form), RTRF (replacement of TRF) and dispatch of returned Test report form.
- Daily basis I receive hundreds of fresh applications for ATRF, RTRF and EOR (online & physical applications) along with score change EOR requests, verify those applications, handover the complete applications to posttest team for further processing as per the processing TAT. Compile and handover the score change EOR TRFs to posttest team for dispatching new TRF to candidates within the TAT. Allocate any incomplete application or payment for further follow up to the team.
- Verify Online Pay U payments and offline payments via DD for these services, reconcile them and prepare finance tracker which is shared with finance department for income reconciliations. Also ensure banking of DDs on timely basis to avoid DD expiry and incurring loss.
- Maintain a proper tracker of the applications and payments received for these services which are being referred by our call center in Noida and level 2 CS team in Gurgaon office and other relevant teams which helps them handling customer queries. I always ensure error free tracker considering the importance of the same.
- Communicating with IELTS candidates on email and call whenever required for completing their pending applications and payments.
- Along with the above roles and responsibilities, I have worked as a team leader for staffs working with the British council on IKYA payroll (IKYA staffs have been moved to Orcapod payroll since March 2020). I act as the SPOC for all IKYA staffs (approx. 180) and ensure timely attendance and leave update for their salary processing and address all their issues and grievances. Assist them with their joining and exit formalities and processing of full & finals as well.

PREVIOUS ORGANIZATIONS:

1)M/s Awari Technologies Pvt. Ltd., Gurgaon, Haryana.

Awari Technologies Pvt.Ltd. is an online company, which deliver all types of material door to door as per customer order across india and also deal with export.

Role: Sr. Warehouse Executive. (SCM)

Duration: March.2011 to December 2015

Roles & Responsibilities:

- Ensure to deliver the order on time.
- Ensure right SKU's in right quantity move from warehouse to sites.
- Records updating in Warehouse Management Systems ERP Package.
- Co-ordinate with customer for smooth transactions.
- Maintaining records for material movements.
- Ensuring proper and safe transport of goods, selecting mode of transport.
- Share the feedback and update with team members on regular basis
- Proper storage of necessary records related to Process.
- Physical Verification of dispatch material.
- Responsible to prepare day end MIS to management.

2)M/s Mirza International Ltd. Delhi.

Mirza International Ltd.is a Manufacturing company of leather footwears, accessories and Garments in India and International market Like Europe, Australia, Canada, America, Sweden etc.

Role: Warehouse In charge with Account Assistant.

Duration: Oct.2002 to March.2011

Roles & Responsibilities:

- Five-years' work Experience in Retail Store In charge from Oct. 2002 to March 2007 in Mirza International Ltd (Footwear Line)
- Four years' work experience as warehouse in charge cum account assistant in Mirza International Ltd. (Red Tape Shoes) from April 2007 to March 2011 as Footwear line.

Account Related work:

- Making Purchase Bill, Sale Bill & credit Note with account related work
- Responsible to drop the cheque & deposit the cash in banks
- Responsible all data entry related work.
- Responsible to submit the stock details to management
- Dealing with customers (Dealer & Distributor) regarding their transactions

Accomplishments:

- Received best achievement recognition certificate from the director of Awari technologies Pvt.Ltd due to my consistent performance and achieving targets.
- Appreciation for clearing backlogs of returned TRF: when I took over the work for dispatching returned TRFs in British council, there were lot of pending cases and without a proper data tracker. I had prepared a proper tracker for all returned TRF dispatch request which I shared with posttest team daily basis and dispatched all pending TRFs within 2 weeks. Which was acknowledged and appreciated by senior managers of customer service and operations teams.

EDUCATION AND TRAINING:

- Graduation in Science (Mathematics) from Utkal University, Odisha in year 1999.

Other qualifications / Tools:

- Computer courses from Tulec (Odisha)
- Tally (7.2),Tally.ERP9
- Ms-Office (Outlook, Excel, Word, Power point)
- CRM(Salesforce) , ORS (online registration system) used for British council IELTS exam operations

PERSONAL DETAILS:

Name: Braja Bihari Jena

Date of birth: 15th March 1979

Gender: Male

Nationality: Indian

Marital status: Married

Salary Expectation: Negotiable