

## Curriculum Vitae

**RAMPAL SINGH**

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### **CAREER OBJECTIVE**

Career Objective is to be associated with an Organization that gives me scope to update my knowledge and skills in accordance with the latest trends in IT industry and be part of team, which works in a competitive environment on challenging assignments that shall yield the twin benefits of the job satisfaction and steady paced professional growth

### **Experience Summary:**

- Working with **Nangloi water services Pvt Ltd Delhi** as a **Technical Assistant (Billing Complaints And Meter Reading Incharge)** (August-2015 -Current)
- Worked with **Vayam Technologies Ltd Noida..** as a Solution Engineer (January- 2014 – 31 July 2015)
- **PROJECT**
- Deputed in Paschim Vihar Zone of Delhi Jal Board as Solution Engineer for Implementation & Support of Revenue Management System Project for Delhi Jal Board.

### **JOB PROFILE**

- - Newton CRM Reporting
  - Working on Oracle ERP software
  - Processing Financial Transactions
  - Online Billing & Processing
  - Monitoring & Processing of Water Meter installation, Meter Reading, Management of connections, Mutation Change of Category Process.
  - Data Migration & Digitization
  - Identity and Access Management
  - Imparting Technical & Operation Training to DJB staff
  - Reopen Process
  - Disconnection process
  - Exceptional cases solution process,
  - **Accept New Service Connection application.**
  - **Accept Name Mutation application.**
  - **Demand note generation for all application.**
  - **Address Correction, Category Change.**
  - **Accept Complaints like--Meter Faulty, Meter Tempered and Shifting Cases.**
  - **Bill rectification by, consumption basis, reading basis.**
  - **Documents Management through Scanning, Uploading and storing.**
  - **To coordinate with various departments for resolution of customer complaints.**
- Responsible for processing the organization billing through a monthly cycle.

- Handles the tasks of supervising and monitoring every stage of processing invoice/Bills.
- Handling Consumer Billing Queries and Generating Corrected bills through ERP RMS.
- Performs responsibility like issuing various reports and other administrative tasks like filing and copying and updates the same to the billing manager.
- Managing team for Spot Billing of Water Consumers.
- Fetching Daily Cash Collection reports and updates the same to the billing manager.
- Assist department in handling day-to-day functions on areas of billing.
- Managing Consumer Desk activities and assist the team in complex billing issues.
- Coordinates as well as responds to all customer queries regarding bills.
- Performs filing duties in accordance with the specific request.
- Perform Cash/Billing Recovery activities for **Delhi Jal Board** Consumers.
- Coordinates as well as responds to all management queries regarding daily MIS.
- Perform tasks like maintaining records for management reports and inventories of supplies required
- Handles the charge of making proper calculations of the charges for jobs performed as well as maintains some billing logs
- Reviews the Bills for general cost charging errors
- Coordinates as well as responds to all customer queries regarding bills.
- Performs filing duties in accordance with the specific request.
- Worked with **Amazon Distributor (PVT) LTD NEW DELHI (Distributor For Procter&Gmble)** as a **Integrated Distributed system spacialist** Since April -2013 to Dec- 2013.

### **Job Exposure**

- Job related to software of P&G (SWING), Reporting, Mailing, Invoicing etc.
- Working on Team viewer or ISQLW (SQL Server) For Resolving Problems.
- Working in Ms Office for making reports.
- Working on reporting tools Like RPS, COH, RISHTA, and Instoreo2.
- Taking backup of Server and Restore as per required.

### **PROFESSIONAL PROFILE**

**MCA (Master of Computer Applications)** – 2009 to 2012 **(69%)** From Uttar Pradesh Technical University, Lucknow, U.P

### **Educational Qualification:**

2006-2009: **B.Sc.** (51.00%) from **C C S University, Meerut (UP)**.  
 2004-2006: **12<sup>th</sup>** (55.00% ) from **Uttar Pradesh Board, Allahabad**.  
 2003-2004: **10<sup>th</sup>** (54.00% ) from **Uttar Pradesh Board, Allahabad**.

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**HOBBIES AND INTREST**

- \* Learning new technical things related by computer
- \* Reading books.
- \* Watching Movie.

**STRENGTHS:**

- \* Doing the work in a proper way within the time systematically.
- \* Ability to learn fast, Hardworking, Adaptability, Self-Dependency, Confident
- \* Good communication Skills.

**LANGUAGE PROFICIENCY**

- \* English and Hindi

**WORKING SKILLS**

Any type work of Computer Internet Surfing, Servicing and Installation etc.

**PERSONAL DETAILS**

Name	:	Rampal Singh
Father's Name	:	Mahandar Singh
Date of Birth	:	18 Sept, 1989
Marital Status	:	Married
Sex	:	Male
Permanent Address	:	Vill-Sarswa, Post-Daurala, Distt-Meerut (UP) - 250221 Ph No.: 91-9540492617

**Date:**

**Place: Delhi**

**(Rampal Singh)**