Address:

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Dinnur, R.T.Nagar

**Abhishek Ramaiah** Bangalore – 560032

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### PERSONAL SUMMARY

A highly motivated and ambitious individual able to give timely and accurate advice, guidance, support and training to team members and individuals. Possessing excellent management skills and having the ability to work with the minimum of supervision. Having a proven ability to lead by example, consistently hit targets, improve best practices and organize time efficiently.

### WORK EXPERIENCE

**Senior Analyst – Order Management,** **VMware Software India Private Ltd 22-Dec-10 to Current**

* Preparing daily workloads for staff & coordinating the daily allocation of work
* Motivating the team to achieve high standards and KPI targets
* Handling Distributors and customers enquiries and acting as the face of the business [EMEA/APJ]
* Dealing with and resolving problems and issues which arise
* Training internal team and external partners
* Monitoring & reporting on standards & performance targets
* Implementing new initiatives
* Preparing & publishing operational KPIs to the management
* Validation and processing of several types of New License channel and direct orders as per process and SLA
* Developing relationships with internal and external stakeholders
* Managing pending orders and timely resolution of issues
* Training internal team and external partners
* Ad-hoc assignments and projects, such as system enhancement testing
* Processing the credit memo and Manual Invoicing
* Publishing Weekly, Monthly & Quarterly Reports
* Preparation of Project plan, user acceptance testing. Detailed understanding of business functionality and take the responsibility of preparing the Functionality Test Plan which was used by testing team while doing their testing process

**Lead (Quality Assurance - Operations) – Meru Aug-09 to Dec-10**

* Deftness in handling overall functioning/ streamlining of operations & project management; conducting trainings in line with the pre-set guidelines.
* The ability to plan and execute Quality strategy with an aim to promote excellent customer experience
* Promoted sharing of information and best practices with other teams to drive improvements.
* A keen eye for opportunities to improve the quality framework and its implications
* Mentored and developed team members in taking up additional challenges.
* Ensure SLA’s and targets are met within the given deadlines.

**Team Representative - Accenture India Services Pvt.Ltd Feb-05 to Apr-09**

* Leading and supervising a team of 15 F.T.E.s for Motor Insurance process.
* Interacting with onshore counterparts on quality and volumes.
* Responsible for debt and portfolio management.
* Constantly interacting with other teams involved in the business cycle, to take care of the smooth flow of the entire process.

**Highlights**

* Played a key role in transitioning the Household insurance recoveries process to India; also transitioned an extension of the same process remotely.
* Client interaction on a daily basis on PIR and process improvement
* Developed an automated tool in Excel, which was launched across the unit, this reduced the claims processing time.
* Developing and Implementing the QA tool for the Household process.
* Cross trained on multiple lines of business in Claims Recoveries (Motor, NCL & Household).
* Involved in training and mentoring of the new hires.
* Recipient of Numero Uno and Best Team award for exemplary performance.

**Senior Customer Associate - Transworks Pvt Ltd May-04 to Feb-05**

* Worked for sales process where in you sell credit protection to the existing credit card holders of MBNA CP
* Nominated twice as Best Quality associate for Sales.

**Associate - Collections - Pradot Technologies Pvt Ltd**  **Jul-03 to Feb-04**

* Handling customer queries and help customers come back to their steady and stable financial status position.

**EDUCATION**

* **2005-2006** – PG Diploma Course in Marketing & Advertising from Bharitya Vidya Bhavan Institute, Bangalore
* **2000-2004** – Bsc(Economics,Mathematics,Statistics) from MES College, Malleshwaram, Bangalore
* **1997-2000** – Class 12th from KLE College, Bangalore
* **1995-1996** – Class 10th from St. Xavier’s High School, Belgaum

**STRENGTHS**

* Excellent inter personal communication skills, enthusiast, swift adaptability attitude towards work and workspace
* Highly motivated and a quick learner.
* Possess exemplary character and conduct with level of dependency and trust.

**IT SKILL SET**

* Operating System Packages : MS Word, MS Excel, MS PowerPoint
* ERP Application : SAP, Siebel, Oracle 11i ,Salesforce

**PERSONAL DETAILS**

Fathers Name : C.N.Ramaiah

Marital Status : Married

Date of Birth : 21st –Dec-1979

Nationality : Indian