

Mr. Avinash Surapaneni, M.IS., B.Tech. Cert.IV.Bus.

GRADUATE BUSINESS ANALYST: 0452 504 567

Tuesday, 30 January 2018

Dear Mr. / Ms. Manager,

RE: NETWORK OPERATIONS SUPPORT POSITION

I am writing to submit my application for the above role as I am ready for a new challenge where I can take on more accountability, especially in using my expertise in data analysis and network operations.

I've done all I can to make good decisions to enhance my employability by undertaking jobs and courses that I hope employers see value in, and more critically, believe I am a best-fit candidate today and for the future.

I am currently working for Stellar Asia Pacific company as a Network Operator for NBN Australia, which provides services on its local access network on equivalent terms to all Retail Service Providers (RSPs), to provision for end-user needs.

I value this new role as one I can certainly take on more of a focus in these tasks, as they are ones I am good at and thoroughly enjoy. In saying this, I have prepared the following true statements that also summarise my overall strengths against the selection criteria:

- ✓ *I have 2+ years' experience in high volume data identification, collation, analysis, processing and verification. This includes producing high quality and timely reports and documentation that not only supported organisational decision making, but also complied with stringent standards and regulations*
- ✓ *I have advanced MS Excel Skills alongside my other technology skills in various software applications (MS Office, ERP, DBMS, CRM systems- Sales force, Remedy, and Service Portal). I can present data in an eye catching and effective manner performing: Formulae, Tables & Formatting, Charting, Numerical / Mathematical Functionality, Drop-Downs, Macros, Pivots and Format Conditioning*


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- ✓ *I have a strong background working in Supply Chain and Broadband Industries, which not only supporting end users and management teams in performance and inventory tracking and monitoring, but also investigative / analysis work on costs, time, processes, benefits, faults, trends and satisfaction*
- ✓ *I am a genuine Continuous Improvement practitioner and champion the delivery of exemplary customer service. I've acquired an excellent appreciation of what internal and external customers expect, and how to use well-developed and clear English communication and interpersonal skills to build and nurture strong rapport. In doing so, I've improved processes and systems where possible to enhance operating efficiencies*

Overall, I represent excellent value to my next employer and am committed to sharing all I have to benefit the company. I thank you for considering my application and look forward to hearing from you soon.

Yours sincerely,



Avinash Surapaneni

Professional Résumé: Personal Information...

- Full Name: **Avinash Surapaneni**
- Notice Period: **1 Week(Negotiable)**
- Residency: **Australian Citizen**
- Transport: **Driver's Licence and own car**
- Address: **Unit 2 / 2-4 The Gables, Albion VIC 3020**
- E-mail: avinash.surapaneni7@gmail.com
- LinkedIn Profile: <https://www.linkedin.com/in/avinash-surapaneni-74a29674/>
- Skype ID: **Avinash Surapaneni**
- Mobile: **0452 504 567**

Career Highlights...

- Sep 2017 - Current Customer Solutions Specialist Stellar Asia Pacific, Melbourne
- Sep 2016 - Aug 2017 Desktop & Application Support Analyst GSCMS, Melbourne

PROFESSIONAL REFEREES KINDLY AVAILABLE AT INTERVIEW Page 2/3

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- Nov 2015 - Aug 2016 Data Entry & Data Verification Officer VFS Global, Melbourne
- Oct 2012 - Oct 2015 Customer Service Officer JB Hi-Fi, Melbourne
- Jun 2012 - Oct 2012 Peer Support Leader University of Ballarat, Ballarat

Equipped With...

- Master of Information Systems, June 2013
- Bachelor of Technology, May 2011
- Certificate IV in Business, Jul 2014
- Strategic Career Development Course, May 2012

Can Perform...

- Customer service / helpdesk
- Supply chain administration
- Supply / product movement monitoring
- Data entry / data processing
- Reports / documentation generation
- Regulation / standard compliance
- Testing and configuring software
- Evaluate network performance
- Performing troubleshooting to system failures
- Test and Diagnose User Connectivity
- Trends analysis
- ERP / DBMS / CRM management

Can Use...

- MS Office: Excel, Word, Outlook, PowerPoint
- Microsoft Operating Systems
- PDA Scanner MC Series
- Adobe Suite
- Remedy
- Citrix Applications
- Sales Force ERP (Beginner)
- Bslots tracking system
- OTS cloud based transport management system
- Agile & Waterfall Methodologies
- Networking tools

Other Contributions to Society...

- *I take great pride in being a Customer Service Champion. I've won employee and academic awards and commendations for my achievement of individual and team KPIs and SLAs*
- *Achieved major commendation for special group IT project which incorporated Exam Planner with Student Interface (Australian Technical & Management College). I contributed as a Data Analyst to the Project and supervised the project to track the progress to achieve deliverables (Jun 2012 - Oct 2012)*
- *Team sports representation- university grade member of Cricket and Volleyball Teams*

Experience That Matters Now...

Sep 2017 - Current Customer Solutions Specialist Stellar Asia pacific, Melbourne

- Monitoring network platforms and applicable systems to ensure uninterrupted availability of network
- Detecting anomalies and performance issues, and bringing resolution to provide full customer satisfaction

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- Identifying and analysing network impairments by using network performance monitoring tools
- Interacting with network management centres and customer service centres to facilitate isolation and repair of faults in the network within established baseline objectives
- Maintaining a strong customer service focus ensuring consistent delivery of a quality customer experience through NBN service Assurance team
- Investigating, troubleshooting, resolving and/or taking ownership of and managing customer faults and queries through to resolution within appropriate SLA and service measures
- Ensuring that all fault tickets are updated fully and appropriately with regards to the issue, troubleshooting undertook and outcomes and resolution of the fault
- Delivering high-quality customer outcomes by following all relevant processes and procedures
Performing effective and efficient management of escalations for both external (from RSP's) and internal (NBN) Parties
- Managing of incidents escalated to 3rd party vendors and process partners
- Maintaining an active focus on achieving NOC performance measures

Sep 2016 - Aug 2017 Desktop & Application Support Analyst GSCMS, Melbourne

- Provide “real time” troubleshooting and helpdesk support to our organisational clients such as Blue Star Logistics and other Carriers with Online Tracking Systems by providing them with websites such as www.bslots.com to track and trace the freight for their customers
- Take on higher level duties, including performance MS Excel reporting for the team (also finalising the Invoices at the end of each month which is worth over AUD\$1M for each Carrier respectively)
- Use OTS cloud based transport management solution which unifies the wide range of transport services offered by Blue Star Logistics (available to customers through one single online platform)
- Day-to-day management and coordination of all activities in distribution & warehousing, to include coordinating and reviewing daily inbound and outbound requirements, and working closely with outside warehouses to ensure they are capable of meeting the required demands
- Investigate irregularities to report data, explain variances, suggest improvement initiatives, and lead required activities to address concerns. Perform analysis on performance trends
- Providing reports to management; inventory, distribution, freight and suggest improvements
- Provide ongoing analysis in areas such as transportation costs, parts procurement, back orders, or delivery processes, inventory transactions (assess receiving, storage, shipping, or inventory integrity)

Nov 2015 - Aug 2016 Data Entry & Data Verification Officer VFS Global, Melbourne

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- Previous role for Indian Visa Application and Processing Centre, where I assisted with high volume data administration, reporting, scrutiny and authentication work: <http://www.vfsglobal.com>
- Handled cash and bank related transactions for client profile and ensured 100% accuracy / integrity
- Recorded & maintained all application data. Ensured accurate & timely data entry into the system
- Ensured all administration and logistics of passport deliveries.
- Consistently maintained compliance to all legislative regulations, standards and protocols

Oct 2012 - Oct 2015 Customer Service Officer

JB Hi-Fi, Melbourne

- Previous role, where I gained excellent understanding of supply chain within a multi-departmental FMCG retail store, especially in managing the high number of SKU items across different product categories
- Liaison with all types of customers to offer best solutions for their needs: www.jbhifi.com.au

Jun 2012 - Oct 2012 Peer Support Leader

University of Ballarat, Ballarat

- Enhanced my leadership skills supporting new students from all walks of life settle into university life on campus- assist with pastoral, advocacy and intermediary services: www.federation.edu.au