

Rekha Nagarajan

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Profile

An Experienced Customer Support Professional with over 5.6 Yrs of experience in IT/ITES support, IT/financial/non-financial/Logistics services with proven experience in accurate and efficient problem solving and organizational/client support.

Key Skills

- IT Service Desk
- Customer Service/Admin
- PO creation and Data Entry
- Logistics & Supply Chain Reporting
- Conduct Quality audits
- Metrics Preparation (KPI/SLA reports)

Employment

Oct 2010 - Feb 2013	<p>Sr. Process Associate to Process Analyst/Subject Matter Expert Accenture Services Private Ltd, Bangalore, India</p> <p><u>Service Management Tools:</u> Remedy, Service Now, IMS <u>Application:</u> Oracle (End User)</p> <p><u>Responsibilities:</u></p> <ul style="list-style-type: none">• Deliver Application support services within team scope and SLA• User account maintenance - provide application access, resolve login/access related queries, etc• Handling normal and escalation Calls/Emails and troubleshoot remotely• Coordinate between user and the support groups for resolution.• First Level Support for multiple application issues• Provide support to Finance users in DHL, Cisco with regards to their technical concerns related to PO, report, approval lanes, etc.• Provide monthly Progress reports, Application reports for monthly analysis as required by the client.• Conduct audits, Prepare audit report and share across the management.• Conduct technical training, coaching and mentoring• Provide support on internet related issues and the hardware testing related queries.• Provide basic desktop support by taking control over the user's desktop• Printer/fax configuration.• Provide support on software installation process.
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<p>Sep 2008 - Sep 2010</p>	<p>Process Associate to Sr. Process Associate Bosch (RBEI), Coimbatore, India</p> <p><u>Service Management Tool</u>: QI-CAT, Remedy <u>Application/ ERP</u>: SAP (End User)</p> <p><u>Responsibilities</u>:</p> <p>Project 1:</p> <ul style="list-style-type: none"> • Prepare and analyze service level reports for BOSCH Power-tools warehouses in various EU locations. • Prepare inventory report on the basis on the data imported from SAP into spreadsheet and perform comparison and forecast • Preparing Daily Dashboard • Create POs in SAP from the hardcopy purchase orders • Metrics Collection & Analysis (SLA, KPI and Productivity reports) • Participate in Review meeting, identify improvement Plans and track it till closure • Organize team huddles and work towards keeping the team motivation at a higher level. • Assign reports and tasks to the team • Frequently interacts with customers and/or Functional heads for enhancements and feedback • On boarding New Hires for the Project <p>Project 2 (Onsite- Germany):</p> <ul style="list-style-type: none"> • MIS reporting • Coordinated monthly Supply Chain Leadership Team meetings • Customized and reviewed inventory reports with Senior Management • Contracts, analyzing logistical problems, and providing solutions • Analyze data to monitor performance in order to plan for improvements; allocate and manage staff resources in support of improvements.
<p>Jul 2007 – Aug 2008</p>	<p>Associate Engineer Infosys Technologies Ltd, Bangalore, India</p> <p><u>Service Management Tool</u>: Remedy <u>OS</u>: Windows 2000/2003</p> <p><u>Responsibilities</u>:</p> <ul style="list-style-type: none"> • Coordinate and work towards senior representatives responsibilities. • End to end case handling/Triaging • User ID management • Mailbox creation and maintenance • Generic groups and Distribution list creation and Maintenance • Provide access to users. • Provide Technical support over emails/phone

Achievements

- Achievement awards for the performance factors “Professionalism and commitment”, “ Drives to Add Value” and “Maximizes Team's Performance”
- Monitory awards twice for “Establishing Personal Credibility with Clients and Others”
- Monitory awards and recognition for “Organized Quality Work Efforts”

Education

Jun 2005 - Apr 2007	BSc, Computer Science CSI Bishop Appasamy College of Arts and Science, Coimbatore, India
Jun 2002 - Apr 2005	Diploma in Computer Engineering Sri Ramakrishna Polytechnic College, Coimbatore, India

Personal

Date of Birth	2-Dec-86
Nationality	Indian
Visa Status/Validity	UAE Resident Visa (Husband sponsored) Valid Until July 2022
Languages Known	Read, Write and Speak - English, Hindi, Tamil, Malayalam Read, Write - German Speak - Telugu