

Resume – Vishal Ittoop Raju



Vishal Ittoop Raju



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59 Mayston Sq.
St. Margaret's Rd.
Finglas, Dublin 11

Graduate in Commerce with excellent knowledge in graphic design software (Adobe Photoshop, Illustrator, InDesign) and MS Office Suite, and experience in reputed multi-national companies

Objective

To work for a reputed Organization and provide excellent service, to utilize my knowledge and skills for mutual growth and satisfaction and to absorb in-depth knowledge



Education

1999 - 2000

High School, Central Board of Secondary Education (CBSE)

Marian Senior Secondary School, Kottayam, Kerala, India

2000-2002

+2, Central Board of Secondary Education (CBSE)

Marian Senior Secondary School, Kottayam, Kerala, India

2002 - 2005

Bachelor of Commerce (B.Com)

CMS College, Mahatma Gandhi University, Kottayam, Kerala, India

Also, completed a course in Graphic Design which includes Adobe Photoshop, Illustrative, and InDesign



Work Experience

April 2005 – March 2006

Allsec Technologies

This is a reputed BPO in India. I was working as **Quality Analyst** for a loan consolidation program called K2

Roles and responsibilities

- Listen to the calls made by the operations team and give constructive feedback
- Meeting daily targets
- Arrange meetings with the executive for discussion about the quality of his calls

November 2006 – January 2008

Sutherland Global Services

This is one of the reputed BPOs in India which works hand-in-hand with many other multinational companies. I was working as **Technical Support Executive** for Hewlett-Packard (HP) notebooks

Roles and responsibilities

- Providing technical help to Hewlett-Packard customers
- Answering queries, finding key issues and providing appropriate solutions
- Directing them to the correct department in case of misrouted calls
- Meeting daily targets
- Perform multi-functional tasks that may be assigned from time to time
- Explain the benefits of the product and offer the best suitable plans available, if necessary

April 2008 – February 2016

McKinsey & Co. (Visual Graphics Computing Services)

This is the subsidiary of a multinational consulting firm named **McKinsey & Co.** I have been working here in the position of **Business Presentation Specialist** from April 2008 – May 2015

Roles and responsibilities

- Create PowerPoint presentations based on the data provided by the business consultants
- Keep in contact with clients and answer their inquiries
- Provide the completed files within the specified deadlines
- Perform multi-functional tasks that may be assigned from time to time
- Create high-end documents which can create a visual impact on the clients

I moved to the role of **Quality Analyst** from June 2015 and have been working in that designation till February 2016

Roles and responsibilities

- Coach and mould new hires to be better acquainted with the process and provide technical guidance
- Keep track of the performance of the new hires and provide adequate feedback on a periodical basis
- Motivate and provide tips to the new and experienced colleagues to provide high quality documents within the specified deadline
- Help Business Presentation Specialists to provide error-free, high quality documents by cross-checking and providing guidance
- Discuss, update and provide tips to the concerned Team Leaders to improve the performance of Business Presentation Specialists

Other skills and details

Computer Skills

- Excellent knowledge in Adobe Photoshop, Illustrator, InDesign and MS Office Suite
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Language Skills

- English – Excellent (Read, Write & Speak)
 - Malayalam – Mother Tongue
 - Hindi – Good (Read, Write)
 - Tamil – Good (Speak)
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Leadership & Motivation skills

- I was department leader in college where I had the responsibilities to motivate my group and organize various cultural events
 - I was also in the Christmas committee in my previous organization and was the MC to host the Christmas party
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Ability to work under pressure

- In all my jobs, I had to meet various deadlines simultaneously, which I was able to achieve
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Other skills

- Good typing speed, hardworking, sincere, motivated, and good team player
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Personal Details

- Date of Birth: October 10, 1984
 - Martial Status: Married
 - Religion: Christianity
 - Nationality: Indian
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I hereby declare that all statements in this application are true to the best of my knowledge and belief

Vishal Ittoop Raju