**Curriculum Vitae**

**ATUL**

**Email**:atul.210453@2freemail.com



***OBJECTIVE***



To pursue a challenging career in growing companies and to grow myself more professionally.

***SUMMARY***



* Have **05 years and 07 months** **working** experience in Corporate & BPS sector.
* Experience based on working in different departments such as **Operations for Revenue** **& Retention**, **Financial Process**, **Blended Process** and **Customer Services**.
* Ability and Adaptability to work with different **Profile Research**, **Accounting** and

**Customer handling** profile.

* Currently working with **WIPRO LTD (BPS)** Company since last May 2014.

***TECHNICAL SKILL SET***



1- Bloomberg Terminal and BPRO

**Software Operate** 2- ZT (ZEE TURNER) and CRM - Which wasused to maintain the records of customer

account in VCs.

3-MS Excel, MS Word, MS PowerPoint

***PROFESSIONAL EXPERIENCE***

* **Currently working with WIPRO LTD (BPS) (New Delhi) in Bloomberg process as Associate Analyst (Financial Process).**

**Tenure: From 2014 (May) to Current.**

* ***JOB PROFILE***

Profile is totally based on people biography of US politicians and government officials. I am currently working on assign task given by US clients in the name of Regulation Commenters. Where I have to verify US regulation commenters from web link as well as Bloomberg internal tool to make sure profile is 100% correct with zero percent chance of error as expected by client.

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Achievements: Received RNR (Rewards and Recognition) for outstanding performance in Quality and productivity.

* **Last working with IBM (GPS) in Airtel process as a customer care executive (blended process) .**

**Tenure: From 2013 (Sep) to 2013 (Dec)**

* ***JOB PROFILE***

Profile is totally based on handling Airtel customers categorized as **platinum** customers who are basically VIP’s and high profile. We used to activate and deactivate the services of their account and solving the queries of their bills and payments. We also coordinate with all Airtel outlets in Gurgaon, Delhi and Noida and update them with the information which is given by the Airtel.

Achievements: Highest up selling of IR (International Roaming) packs in a month of October 2013. And also receive various appreciation calls from customer for the satisfactory services.

* **Worked with Dish TV as an Accounting Officer in Customer Accounting Department (Operations for Revenue & Retention)**

**Tenure: From 2011(July) to 2013 (Jan).**

* ***JOB PROFILE***

Profile is totally based on Dealer, Fleet on Street, and Distributor module and we are looking their accounts, transaction queries, troubleshooting through E mail as per company policy.

* To maintain and create the EPRS accounts of Dealer/ FOS/ Distributor.
* To maintain transactions as per their queries by the help of company’s software and Ms Excel.
* To search the Discrepancies in accounts and rectify the same with immediate and correct resolutions.
* To transfer the amount from one Subscriber to another Subscriber’s account, to reverse the amount to DL/DS/FOS’s account as per their request by the help of company’s software (easy-pay.in and ZT).
* To resolve the queries of Regional office and Areas Sales Coordinator’s of respective DL/DS/FOS
* To always perform above the target with 100% quality every day on that basis I always gain 30% incentive per month on Cost to Company (CTC).

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* Always been a part of every competition organized by the company at various levels from time to time.

**Achievements:** - Two times winner of Dish Premier League held in a quarter year.

Dish premier league was an internal competition organized by the company among the various processes in which a team who will give 100% quality with maximum productivity in the whole month will be declared as winner.

* **Worked as Tele Marketing Executive in SERCO BPO Pvt Ltd in the process Timesjobs.com.**

**Tenure: From 2010(Aug)-2011(Jan).**

* ***JOB PROFILE***
	+ We were responsible for the resumes which are uploaded on the portal and forwarding them to the consultancies.
	+ We were use to call the candidates whom so ever resumes are uploaded on the site for providing the services for resume modification like magic resume, resume zapper and success combo.
	+ Accountable for all the records of each resume to be forwarded.
	+ Suggesting the new processes to the colleagues and getting their feedback.

**Achievements:** A certificate was awarded for outstanding performance in theprocess.

***EDUCATIONAL QUALIFICATION***



|  |  |  |
| --- | --- | --- |
| **Certificate/Degree** | **Board/University** | **Year** |
|  |  |  |
| High School | ICSE | 2006 |
|  |  |  |
| Intermediate | ISC | 2009 |
|  |  |  |
| B.COM(Pass) | Bundelkand University, | 2012 |
|  | Jhansi |  |
| M.COM(Private) | Bundelkand University, | 2016 |
|  | Jhansi |  |

***OTHER QUALIFICATION***

One year computer diploma from SITD (Society for Information Technology Development) Thiruvananthapuram center Jhansi.

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***ADDITIONAL DETAILS***



***STRENGTHS:***

* Patience.
* Commitment to achieve above from the expectations.
* Hard working.
* Team player and quick learner.

***AREA OF INTEREST***

Doing creative things, Gardening, Travelling and Playing Cricket.

***ACTIVITIES***

A Cricket certificate from North Central Railway Institute and other certificates from different Institutes.

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| ***PERSONAL DETAILS*** |  |
| Date of Birth | : 30th June 1989 |
| Nationality | : Indian |
| Marital Status | : Single |
|  |  |
| ***REFERENCE*:** |  |

Will gladly furnish personal & professional reference on request.

**ATUL**

(Signature of the candidate)

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