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| **RESUME**  **Communication**  Personal Data:  *Date of Birth* : *6/02/1991*  *Gender : Male*  *Nationality : Indian* Marital Status: Single **Languages Known**  *English, Malayalam*  *Hindi, Tamil and Kanadda.* | Career Objective  Highly self-motivated and goal oriented with 3.3 year of experience and to work in a professional environment and enrich my competencies and endeavor towards the fulfillment of the vision of the organization  **Professional Summary**   * Operational & HR experience of **3.3 year**  in **INFOSYS**   **Carrier Summary**  **Infosys BPO Ltd**  Project Name : Orange Business Services  Client : Telecom Domain (UK)  Duration : JULY 2012 –Sep 15  Role : Senior Process Executive Description Working for one of the Telecom giant, aims to differentiate itself from its rivals by offering all its customers’ access to a new universe of wireless broadband services as well as a simplified and modular offering tailored to their requirements, and also recruiting and training the people according to the needs. Key Responsibilities  * Training the new joiners and helping them gain confidence in the process on floor. * Coming up with new technical ideas within the process, which helps the process function in a better way. * Documented keystroke SOP’s for the activities performed in the team. * Customer and Circuit based Margin Analysis, and moving the circuits from negative to positive margin by proposing solution to the client to improve the margin percentage and also identifying the hidden revenue for the particular circuit.. * Involves in Migration activity where we have to migrate a circuit from leased line to an Ethernet Line by which the revenue increases to the Client.   Replying client email and attending weekly client call  **ACHIVEMENTS**   * Conducted program for NEN (national Entrepreneurship network) as a part of college activity. * T100 – Certified (Telecom Domain Training). * BCC Certified (British council communication training for project improvement)   **Academic Record**   * Graduation in business management (BBM) from VLB Janakiammal Arts And Science College, (Bharathiar University), Coimbatore, Tamil Nadu, 2012.(72%) * 12th-Cherpalcheri English Medium Central School, , Palakkad, Kerala, 2009.(64%) * 10th- Cherpalchery English Medium Central School, Cherpalchery, Palakkad, Kerala,2007.(61%) * Pursing MBA on International Business - Correspondence   **Personal traits**   * Excellent team player with a very sound technical background and is able to meet objectives in team related projects. * Proven client interaction, communication and organizational skills.   **Technical Skills**   * Tools : MS Office. * Operating Systems : Windows 7, Windows XP.MS Outlook   **LANGUAGES KNOWN**  English : SPEAK, WRITE, READ  Hindi : SPEAK, READ  Tamil :SPEAK  Malayalam : SPEAK, WRITE, READ  C:\Users\Khushali\Documents\OMessenger\Received files\CV_Preview_Logo.jpg  **Gulfjobseeker.com CV No:** **1480626** |  |