CURICULUM VITAE

**CAREER OBJECTIVE:**

* My objective includes experience to be gained, advancement prospects, work environment, dedicated efforts & job satisfaction.
* I desire to succeed & excel in a competitive & challenging work environment, which motivates me to score & move.
* I consider myself to be an ambitious & determined person, who committed to continue success through circumspection & sheer labour, have a positive attitude & lots of perseverance, it makes success very predictable.

# Job Profile: - Presently, working in Vodafone Upeast as an Off-roll Executive in Documentation department from July 17 to till date.

* Maintaning

**SKILLS & ABILITIES:**

Key strengths I Offer:

* Poised, versatile, committed and responsible with good managing and co-ordination abilities.
* Very strong interpersonal and communication skill; work equally well one -on-one or in team settings.
* Leadership & group motivation skills.
* Competent with most windows based software.
* Accomplishment of takes within TAT.
* Handy with MS Excel.

**Experience**

1) Worked as **OPERATIONS EXECUTIVE** with India Ideas.com ltd. (Billdesk), Lucknow.

2) Working in Vodafone Esser Company lko as **Executive**.

**WORK EXPERIENCE**

1. **India Ideas.com ltd. (Billdesk)**

**ROLES and RESPONSIBILITY**

* Responsible for the various processes – data management, interact with various client entitle (like utility companies, banks, etc for data transfer), customer operations, etc.
* To Present ECS file (Debit & Credit) in PNB local Clearing House & transfer of funds of the respective billers
* To resolve customer queries & banks queries team of different cities
* Handling various escalations
* Reporting to central ops through various MIS
* Coordinate with different banks / utility companies
* Ensuring data processing within TAT
* Handling four lations of UP
* Deputation of Field Executive
* Providing mandate verification part for HDFC loan
* Manage the database of SBI Life Insurance & Mutual funds, Birla Sun Life MF, HDFC Loan, Religare Life Insurance, Kotak Life Insurance , UTI MF, Sahara MF, LIC MF, Bharti Axa MF, Ab Commodity, Axis MF Franklin Templeton MF, HSBC MF, IDBI Fortis , SBI card, Tata Aig Insurance and etc.

**(II) Vodafone Essar Company (Currently Working)**

**Roles and Responsibility**

* Cif\_Analysis\_Report for Cs\_Head.
* Cif Master Report For All Deportments Heads.
* Upload data on INTERACTIVE VOICE RESPONCE (IVR)
* Manage Sim Exchange database & provide CIF pendency to all zones for UPE
* Manage MNP database & provide CIF pendency to all zones for UPE
* Provide A1 and A2 Rejection to all zones for UPE
* Prepare Vodafone Store MIS for UPE
* Send A1 and A2 to sales team and all zones
* CIF ST branch wise Report MTD & FTD
* Provide Activation dump to all Download & Execute command to Add All Activation in Data Base.
* Execute command for update CIFST of -Ve Numbers.
* Update Dynamic Report.
* Cross check sample of shared executed unbarring numbers.
* Update Prepaid Base after Soft Copy & Hard Copy CIF Recd to Generate Report.
* Cross check barring data with Hard Copy & execute same for unbarring.
* Update CIF Recd Remarks on CIFST to help for CIFST User.
* Send analyses Data to Softage between time gaps of Hard Copy & Soft Copy.
* NODAL. : Subscriber Details.
* Finance: Track CIF in SLA & provide to finance for Incentive for Main Distributor.
* Sales: DOCR for Retailer Scheme.
* TRAI: Segregates for correct data to Provide for VTM report.
* Daily Tracking NMS Retails vs. CIF retailer match-mismatch.
* Provide CIF status to be churn number.

**Academic Background**

* Graduation (B.Sc ) with Computer Science & Mathematics in 2011 from University Of Lucknow.
* Intermediate from UP board (PCM Stream) in 2008 from Aminabad Inter College.
* High School from UP board in 2006 from Agrasen Inter College.

**PROFESSIONAL / TECHNICAL QUALICATION**

* ‘O’ LEVEL from DOEACC SOCIETY(2008-2009)
* One Year Diploma in Computer Application from study Centre UPTEC Computer Consultancy Ltd.

**Computer Skills and Operating System:** UNIX, WINDOWS xp/vista/2007.

**Languages:** **Application Languages:** C, C++, JAVA, Shell Programming, HTML,

Fortran, Web Designing, LINUX And UNIX.

**RDBMS:** Foxplus, Ms-Access2003/2007,SQL.

**Packages:** MS-Offices.

**Area OF Interest:** Design Analysis of Algorithms, Theory of Automata Languages, Data Structure, RDBMS, Operating System, UNIX.

**Project Work:** UPTEC Quiz Competition, Attendance Management System.

**Personal** Enthusiastic, Confident and Energetic with an ability to learn.

**Qualities:**

**Hobbies:** Reading, Testing Software, Playing Chees, Net Surfing.

**Personal** **Date of Birth** : 13-Jun-1991

**Information:** **Sex**  : Male

**Nationality** : Indian



**Gulfjobseeker.com CV No:** **1507752**