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**S**YNOPSIS

To be strive in a challenging job, where I can contribute and build my career along with the growth of organization.

* 3 + years of experience in Data Entry Back office/ IT support operations.
* 1 years of experience in Accounting/Project coordination division.
* Skilled in MS Excel, PowerPoint, Word, Outlook, Tally, etc.
* A Strategic thinker with a flair for charting out for clients and contribution towards enhancing business volumes and growth for achieving profitability norms.
* Process excellent interpersonal, analytical, troubleshooting and team building skills with proven ability in establishing quality system/ procedure and planning/ managing resources.
* Flexibility with working culture, timings and all stake holders.
* Able to perform as a Good Team Player.

**E**ducation

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Course** | **Specialized** | **Board/University** | **Year of passing** | **Percentage** |
|
| MCA | IT | IGNOU | 2012 | 63 |
| BSC | Computer science | AMRITA, Kerala | 2008 | 60 |
| Plus Two | Computer science | Board of HSE, Kerala | 2003 | 54 |
| SSLC | State Syllabus | Board of Kerala Govt | 2001 | 55 |

**P**ROFESSIONAL **S**KILLS

* Advance in MS Office (Excel, Word, PowerPoint, Outlook & Visio)
* Knowledge in accounting tool like Tally.
* SQL Server 2005, Oracle & RDBMS.
* Expert in use of Operating systems like Windows and UNIX.
* Basic knowledge in Photoshop.

**S**oft **S**KILLS

* A practical and systematic approach.
* Enthusiastic and dedicated to the companies objectives.
* Ability to accommodate myself with any joint endeavour.

**P**ROFESSIONAL **E**XPERIENCE

* Organization: **UST Global (US Technology International Pvt. Ltd.), .**

Duration : From 22-04-2013 to 01-06-2015.

Designation : Process Associate

Process : **Process Associate** for US Mortgage BPO project.

**Responsibilities**

* Joined in UST as a Process associate in the US Mortgage BPO project.
* Worked with the US mortgage appraisal Quality check team.
* Main task was Live & Post Quality check of Appraisal documents.
* Quality check has been performed with different checklists.
* Maintained the work tracker using Excel with Macro.
* Worked with the production queue with respect to SLA specified.
* Provided training for new hires also doing the QC of their work.
* Handling calls from internal management and external clients.
* Worked mainly in night shifts on 24/5 shifts.

Duration : From 02-06-2015 to 05-10-2015.

Designation : Systems Engineer

Process : **Systems Engineer** for IT Support Operations project.

**Responsibilities**

* Worked as a Systems Engineer with the IT Support Operations team in Trivandrum.
* Main task was Incident and service request management on servers.
* Supported near 500 servers in 27 countries across the globe.
* Worked with the requests from client on server trouble shoots.
* Worked with the incidents reported with respect to SLA specified.
* Supported clients through chats and Calls.
* Worked as a mediator between client and Technical experts.
* Organised and managed Telephonic bridges for service requests.
* Handled calls from internal management and external clients.
* Assisted in preparing weekly and monthly reports using excel.
* Handling request queue based on priority wise.
* Worked in 24/7 and 3 rotational shifts.
* Organization**: Jawaharlal Nehru Tropical Botanical Garden and Research Institute, .**

**Duration :** From 02-05-2011 to 30-11-2012.

**Designation : Data Entry Operator** for a Research project.

**Responsibilities**

* Worked as a Data Entry Operator in an externally project funded by Department of AYUSH, Government of India.
* Main task was digitizing the data of Traditional Knowledge collected by the JRF after field surveys and tracking all the expenses of the project in Tally software.
* Used Excel tool to feed the data and also used SQL tool to upload the data in to the software.
* Assisted in the work of developing a Web based Database Software for the digitization of data and testing of that software.
* Handled any technical queries arising within the Project including software implementations, formatting systems, network issues and printer settings.
* Conducted functional testing of Database software.
* Tally and Excel are used to track financial transactions.

**P**ERSONAL **I**NFO

Age & Date of Birth : 30, 29th November 1985.

Sex : Male

Marital Status : Married

Nationality : Indian

**L**ANGUAGES

English, Hindi, Malayalam & Tamil.