**First Name of Application CV No 1624212**

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Objective:

Actively looking for a challenging job where I could explore technologies specific to the project, learn and improve my skills to deliver quality solutions, meeting needs and expectations of your organization. Successfully delivering the tasks assigned to me as per the SLA’s resulting in optimum business.

Educational Qualifications:

A.V. College of Arts & Science

B.Com, Completed-2006 - 60%

Govt. Jr. College for girls, Hyderabad,

Intermediate. Completed-2002 - 59%

 Nav Bharat High School, Hyderabad,

Board of Secondary Education. Completed-2000 -58.7%

**Skills**

|  |  |
| --- | --- |
|  **Domain Skills** | Spend Management, eProcurement and ITIL Basics |
| **Primary Skills** | Ariba 9r1, BMC Remedy 7.6, Procurement and SQL |
| **Sub Skills** | Buyer, Sourcing, Contracts, Invoicing and Analysis |
| **Secondary Skills** | MS Office and Citrix XenApp 6 |

Professional Work Accomplishments (beginning day one to date):

1. **Mahindra Satyam BSG – Hyderabad, INDIA – Technical Support Analyst - May 12th 2014 to Till date**

Working as a Senior Tech Support Analyst by providing reactive voice/Email based assistance for all the technical issues of US Oil Major Company

* Experience in IT Service Desk and end user support.
* Incident Management - Creating and resolving incidents/tickets within the stipulated SLA’s.
* SRM(Service Request Management) - Creating and resolving incidents/tickets within the stipulated SLA's.
* Application Support - Providing Ariba Support to internal and external users of our client.
* Experience in ITSM tool BMC Remedy 7.6.
* Documented the process of troubleshooting issues faced by Chevron internal and external users.

**a) Project Description**

**eProcurement Help Desk** project is supporting the internal and external users of a major U.S integrated Energy(Energy, Oil & Gas) Company while implementing eProcurement process using various modules of the Ariba 9r1 application like Buyer, Contracts, Invoicing, eSourcing and Analysis.

b) Roles and Responsibilities

          Support to the users of a major U.S Oil Company for eProcurement application Ariba 9r1.

                   Incident and Problem management - Service Request and Service Restoration.

                  Ticket Creation using tool BMC Remedy 7.6 and channelizing it through right support team.

* Providing support to user(s)  in resolving all issue relating to Ariba spend management tool.
* Assisting user  to login and access Ariba tool and  in getting access to Ariba application.
* Analyzing Level1 scope issue and handling the same accordingly
* Assisting Users in creating Purchase and Service Orders for vendors in Ariba.
* Assisting Users in modifying Ariba profile.
* Monitoring critical issues, and taking necessary actions to resolve them.
* Handling Sourcing login issues , Analyzing and forwarding RFQ/RFI/RFX request to Sourcing specialized team.
* Assisting Users Setting up Supplier data in ARIBA.
* Educating Suppliers on ASN  ( Ariba Supplier Network).
* Providing support to user(s)  in resolving all issue relating to Ariba spend management tool.
* Expediting the process to get requisition flipped in to order without delay. Ex  : Approval flow, Ariba bug etc.
* Responsible for managing the requisition issues for all items coming through the Ariba process.
* Guiding Users on Ariba. Ex : How to raise different kinds of requisition / invoices (EX : Catalog, Non catalog).
* Providing Users information on Contracts and assisting in generating spend reports and various transactions reports in Ariba.
* Providing resolutions to application users queries via email and phone.
* Managing timely creation/delivery of tickets or reports as per the required Service Level.
* Coordinating with different technical teams to resolve user issues.
* Resolving the issue with in 15mins for calls  and 45 min for all emails.
* Responsible for ensuring that all Changes are appropriately documented, approved & accurate.
* Documented the process of troubleshooting issues faced by Chevron internal and external users.

**Worked as Claims Associate (Operations)/ Quality Analyst in United Health Group (Payer side), Hyderabad which is the leading Medical Insurance provider in the United States of America – (August 2012 – March 2014)**

Roles and responsibilities:

* Processing claims that are submitted by providers and members on a daily basis.
* Ensuring that the claims that are being processed are processed accurately – First Time Right
* Handling escalation in an appropriate manner resulting in Customer/Client Satisfaction.
* Cascading the knowledge to the other team members so that all the processors are on par with each other.
* Auditing claims as a Quality Analyst that have been suspended so that the claim can be processed accurately first time around – FTR which would lead to higher Customer Satisfaction and less escalations and send the Audit Reports
* Initiating Process Development ideas by submitting Bright Ideas to design and implement Macros which would lead to better productivity and improved accuracy

**Worked as Executive from May 2011 till August 2012 in DST World Wide Services which is a software development firm that specializes in information processing and management headquartered in Kansas City, Missouri, USA.**

Roles and responsibilities:

* Processing the claims that have been submitted by the members based on the eligibility and criteria of the policies.
* Specifically dealing the claims that have been submitted by Home Health Care facilities and Nursing homes so that the payment is done correctly as per the services billed.
* Drafting emails to the providers and members if a claims cannot be processed due to discrepancies in billing and also providing information on how to resolve the same so that the services can be paid.
* Ensuring the claims are processed FTR ( First Time Right) leading to Customer Satisfaction and correct payments.
* Initiating process improvements wherever/whenever applicable.

AWARDS & ACHIEVEMENTS :

Was recognized for the consistent performance by the Management and was recognised during the Monthly Rewards and Recognition several times during my tenure with United Health Group and Tech Mahindra.

Personal Details :

DOB : 02-03-1985

Marital Status : Single