# Career Objective

To excel my career at a company focused on sustainable business practices and to contribute to the company’s success.

# Job profile in Mundio India mobile service private limited

**Executive carrier Jan 02-2015- Apr 01-2016**

* + Managing various international telecom carriers
  + Managing telecom carries price list
  + Analyze operator price list and Identify the market price increases
  + Circulate the key price increase to various business supporting team
  + Preparation of publication report based on effective date
  + Initiate blocking for the high cost route and recommend alternate route
  + Identification of low cost route and carry the operators in key place
  + Preparation of daily, weekly and monthly reports
  + Preparation price quotation for various international telecom operators
  + Reconciliation of various telecom operator invoices both voice and SMS
  + Reconciliation and balance confirmation with vendors and customers on regular intervals.
  + Payments and invoice processing of international carriers
  + To perform various operator CDR reconciliation.
  + Preparation of Reports based department head requirement
  + Supporting to business development team to improve business volume
  + Liaising and coordinate with Routing & Tariff team for price updation
  + Coordinate with client key account managers for technical issues

# Job profile in Sun Direct TV Private Limited

**Executive MIS Aug 18-2014-Dec 31- 2014**

* + Responsible for preparation and maintenance of MIS reports for TN Region
  + Preparation of Tertiary and secondary report for TN Region
  + Preparation monthly Performance Status Reports TN Region
  + Analysis of raw data to identify new performance metrics
  + Monitor ongoing sales and revenue trends
  + Manage and execute distributor on-boarding process
  + Assist in operational management of relationships with distributor partners
  + Supporting to internal business development team and external team improve business volume
  + Preparation trade scheme allocation for Distributer and Off-Roll Employees
* Preparation of ahoc Reports based on RM & Marketing Head requirement
  + To obtain the data from other department and divisions.
  + coordinate with IT team for reports and new requirements
  + Coordinate with HR and Admin team for internal requirements

# Job profile in Avon Global Solutions private limited

**Client: CITIBANK N.A Aug 08-2011-OCT 12 2013**

**Processing officer (MIS Team)**

**Job profile:**

* + Procurement of blank plastics to be used in debit and credit cards
  + Maintain and update plastic inventory on daily basis
  + Preparation of purchase orders and process vendor invoices
  + Analyze and identify ageing plastic and escalate respective managers
  + Determining provisions for expenses
  + Preparation of expense and budget report
  + Perform reconciliation and proofing
  + Files maintains and distributes accounting documents, records and reports for proofing
  + Preparation of adhoc Reports based on client requirements
  + Performance monitoring and MIS reporting for logistics and dispatch
  + Coordination between vendors and client for dispatch
  + Responsible for drafts dispatch and cancellation process
* Manage and execute vendor on-boarding process
* Coordinate contract agreement process including creation, revision, and execution of documents
  + Process optimization of cost save project in customer intimation.

# Job profile in Eclat Management Associates Limited

**Client: Aircel Cellular Limited**

**Officer Retention**  **May 15 2007 –Aug 05 2011**

**Job profile:**

* Responsible for on boarding activity for retained customers and validate the customer KYC.
* Handling Dunning process as per the Policies of the Company
* Responsible for conversion of post-paid subscriber to prepaid
* Analyses large pools of data and summaries various business matrix
* Distribution of retention customer base to respective internal team and external vendors
* Create and maintain reports for the senior management team and business unit level managers of Operations
* Trend Analysis to identify frequent service issues.
* Trend Analysis of on-going retention and Collection
* Compare present and previous month performance
* Preparations of segment wise customer churn analysis Report.
* Build presentations to summarize and present key messages
* Coordinate with IT team for reports and new requirements.
* To Support business development team and improve business volume

# Job profile in RT outsourcing services limited

**Client**: **Hewlett-Packard India sales private limited Feb 2007 – May 13 2007**

**Customer Support Coordinator**

**Job profile:**

* Assign customer call to filed Engineer,
* Responsible for ordering various parts
* To generate daily basis open and closed calls report ,
* To maintain report for used part and unused part,
* To support filed engineers to complete customer request within TAT
* Customer support through mails and calls,
* Updating customer feedback and MIS

### **Technical Summary**

**Applications:**

Packages : SAP FI, MS Office, MS Access, VB, POWER PIVOT

Operating System : MS-DOS, WIN95/NT/XP

Web Technologies : HTML

### **Educational Background**

* BCA from **The New College**, (Affiliated to Madras University) Chennai, Tamil Nadu with (2003 - 2006).

### **Personal Details**

Date of Birth : 27 Apr 1985

Marital Status : Married

Languages Known : English, Tamil

Mobile Number : Whatsapp +971504753686 / +919979971283

### **Declaration**

I hereby declare that all the information furnished above is true to the best of my knowledge.

Date:

Place: Chennai **(Thowfeek)**