# Curriculum Vitae C:\Users\ABC\Downloads\01.jpg

**Ajish**

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***Objective:***

To be a part of a global company that places emphasis on both professional and personal development. To manage & guide various teams that would make a difference to its customers, company and themselves. A challenging growth oriented position, where my experience & skills can be effectively utilized and improved, eventually leading to contribution in the growth of organization.

***Background Summary:***

* Over all 5 years and 3 months of work experience with 1 year in Customer Service experience with Accounts Payable & Receivable Team, Billing, Service Delivery, and Team building and establishing good working relationship with clients in the BPO, Telecommunication industries.
* 4 years of experience with TCS as Team Leader for Property Services.

***Professional Experience***

**Organization : Tata Consultancy Services**

**Tenure : Since October-2012 to December 2016**

**Department : Property Services**

**Designation : Team Leader**

TCS eServe is one of the largest providers of business processing outsourcing services within the Banking and Financial Services sector, providing end-to-end process management across the BFSI spectrum and a broad array of services to Citi’s consumer, corporate and global wealth management businesses worldwide. TCS eServe has more than 14,000 employees located in India.

**Career Scan**

**Since Oct’12 to Dec’ 2016 with TCS**

***Roles and Responsibilities****:*

* Achieving the goals of the Organization & Customer
* Identify the Customer’s goals & to provide best solutions to ensure they get the best Customer Satisfaction experience
* Make proper utilization of resources in order to reduce cost & pass on the benefits to the Customer.
* Ensure availability of all the process documents & other resources required for the production / service to be supplied to customer.
* Project the requirements to management and get the required resources
* Steering the daily work flows of the Team.
* Plan, direct and coordinate various aspects of the operation floor for its smooth running.
* Ensuring the delivery on the Service Level Metrics (Productivity, Quality and TAT), as defined for the process.
* Adhering to the controls, procedures and monitored the operational health of the process through the quarterly RCSAs (Risk Control Self Assessment Grids)
* Handling customer complaints if necessary and reviewing customer feedbacks
* Report to Management & the Clients on the operational efficiency
* Foster growth opportunities for team members
* Review performance of Team Members, QAs
* Developing vintage in the team, by minimizing /controlling attrition
* Handling Key client customer like TAD, Wires

***Notable Milestones***

* Played a significant role in training & certification of 2 pilot processes.
* Active Member of HR Catalyst.
* Successfully conducted Internal & External Audits like:
* TPISA (Third Party Information Security Audit).
* ARR (Audit & Risk Review)
* PRR (Process Risk Review)
* RCSA (Risk Control Self Assessments).
* iQMS (Integrated Quality Management System)
* Client Audits
* CMMI (Capability Maturity Model Integration)

***Additional Achievements In TCS:***

A Green Belt Certified professional with in-depth knowledge and a thorough practitioner of the methodology and having done projects in

1. Accuracy Improvement For FRE Process

**Organization : Orange Business Services Pvt Ltd.**

**Tenure : Since Oct-2011 to Oct-2012**

**Department : IS Billing (Accounts Payable & Account Receivable Team)**

**Designation : IS & ERS Specialist**

Orange Business Services (France Telecom Group) is a 60 billion dollar company, providing services from offices in 220 countries. It is the only company in the world capable of offering integrated network & Mobile phone services. It has the world’s largest seamless voice & data networks. FT is a world leader in telecommunications solutions for multinational corporations.

***Roles and Responsibilities****:*

* Adhering to KPIs as agreed and set by the Operations Manager.
* Root cause analysis to resolve discrepancy and causes for variation in performance
* Support the Team Leader & Billing Manager through obtaining, tracking, and analyzing invoices data
* Handling direct customer queries and creating win-win relationship with Customers and ensuring customer satisfaction by achieving delivery and service quality norms.
* Ensure daily deliverables meet the Service Level Agreements for the process
* Interacting with various departments in the company spread across the globe (Sales/Accounts/Local SPOCs/CSE)
* Providing feedback to the team and working out processes to avoid future incorrect billing.
* Preparing the Time & Material dashboard on monthly basis in order to know how much extra revenue is been generated.
* Responsible for the Bill Run activity and Billing according to contractual agreements and standards. (Pre- bill & Post- bill.)
* Handling the Integrated Service & Equipment Resale orders workflow activities as per the SLA set by the process.
* Undertaking research in resolving and answering complex issues and concerns.
* Generating revenue by using various tools: Clarify, IMS, CUBS, GOLD, CARA, ORACLE & CRT.
* Implementing billing performance improvement measures and checks points as per the policy.
* Maintaining quality control/satisfaction records and executing new ways of improving customer service.
* Providing inputs to the OTB team and ensuring accurate billing.
* Provide functional expertise for upcoming products.
* Implemented credit invoice control measures to improve billing quality
* Increased billing accuracy up to 99.67% through accurate planning as per the requirement.
* Handling special project like Synergy & Cargill.
* Assists team members in the scheduling of project tasks and finding resolution to issues.

***Projects Handled At Orange:***

Network Services (NS) Time and Material (T&M). Project lead by my team that involved many months of

analysis, brainstorming, calls and a meeting before it was rolled out. It turned out to be a huge success that

Generated revenue of more than € 50,000. After streamlining the processes, it was delegated to the Project

Team for further action and follow up.

##### Educational Qualification:

* **Master in Business Administration (Finance)**Institute of Technology and Management from Southern New Hampshire University, USA in 2014 - **GPA 3.85/4.0**
* **Master in Commerce (Finance)** from Mumbai University in 2013 with **68.12%.**
* **Bachelor in Commerce (Accounting & Finance)** from Mumbai University in 2011 with **79.17%.**
* **Higher Secondary Certification** from Maharashtra State Board in 2008 with **65.66%**
* **Secondary School Certification** from Maharashtra State Board in 2006 with **58.40%**

##### Computer Skills:

* Maharashtra State Certificate in Information Technology (MS-CIT)
* Advance Excel
* Tally 9.0

***Personal Details:***

**Date of Birth : 3rd October 1989.**

**Marital Status : Single**

**Languages known : English, Hindi, Marathi, Malayalam**

**Hobbies : Exploring new places, Trekking, Listening music, playing cricket.**

**Visa Status : 10th January 2017 - 7th April 2017**

***Declaration***

I hereby declare that the above furnished information are true and correct to the best of my knowledge and nothing has been concealed or distorted.