Vidhya

**Analyst ( BPO )**

**C/o-Mobile:+971-3718643**

**E-mail:** [**vidhya.341200@2freemail.com**](mailto:vidhya.341200@2freemail.com)

**BPO Expertise & Software development**

**NATIONALITY**: **INDIAN**

**EXPERIENCE: 21 MONTHS IN HCL, CHENNAI, INDIA**

**OBJECTIVE**

To obtain a challenging position with carrier growth opportunities in software development where I can utilize my skills, commitment and team orientation to the company’s objective’s and profits a position that will allow me to learn and contribute my best to the origination.

**PROFESSIONAL SUMMARY**

* Having 21 months of experience in HCL Technologies client (Minnesota Mining Manufacturing Company – 3M)
* Possess Excellent Interpersonal Skills
* Strong Expertise in using MS-Office package
* Good in control operation process
* Direct interaction to the clients through the mail with CAA and Facilities.

**EDUCATIONAL DETAILS:**

* Secondary from Government Girl’s Higher Secondary Education, Attur in (2007)
* Higher Secondary from Government Girl’s Higher Secondary Education, Attur in (2009)
* Bachelor of Engineering (Computer Science) from Paavai Engineering College, Namakkal in (2013)

**TECHNICAL SKILLS:**

* **Operating System** : Windows XP, Windows 7,8 & 10
* **Packages** : MS-Office, MS-Excel
* **GUI Development** : HTML, XML
* **Languages** : Asp.net, Java

**CERTIFICATIONS:**

* Completed a certification course of Asp.net in Namakkal with Distinction.

**PROFESSIONAL EXPEREINCE:**

**Company**: Employed with HCL Technologies Ltd, Chennai as a **Analyst** in Logistics domain since June, 2014

Process for the 3M Company, formerly known as the Minnesota Mining and Manufacturing Company, is an American multinational conglomerate corporation based in St. Paul, Minnesota. 3M headquarters are in the St. Paul suburb of Maplewood, Minnesota

**Responsibilities**:

* Experienced professionally in Various Business Pool’s like Shipment Tracking, Documentation Sales and Operations functions.
* Involved in Customer’s order pattern creation, communication and order Deliverables.
* Maintaining Customer Relation Management serving across all our client’s Customer.
* Handled individually all shipment tracking routes Inside and outside United States of America for our client’s Customer network (Routes: Ocean, Air, Miscellaneous (Inland moment -US), Truck and Courier)
* Tracking the shipments from END To END service for various all carriers in different client websites and also communicating the Tracking information to Customers.
* Documentation Including Creation of Supplier’s Notice of Shipments, Commercial Invoice, Final Invoice and Packing List.
* Sending Documents to the freight forwarders and customers for the customs clearance and billing purposes

Manipulated the Order status of the reports for region wise customers and reporting the details to the customer on the status of their shipments on a weekly basis.

* Sound knowledge of Supply chain and logistics with good understanding of Export Import Trade policy & Procedures, Warehousing and Documentation System. Working knowledge of different ERP packages used in container tracking, booking etc.

**PERSONAL INFORMATION:**

Date of Birth : 26.09.1991

Gender : Female

Marital Status : Married

Nationality : Indian.

Languages Known **:** English, Tamil.

**DECLARATION**

I hereby declare that the information and facts stated above are true and complete to the best of my knowledge and belief.