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| PERSONAL INFORMATION | Arun Arun.347884@2freemail.com  |
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| WORK EXPERIENCE |  |

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| February 2015 – March 2016Responsibilities | Production Control Associate (1 year) |
| Xerox Business Services India Private Limited2nd Floor, Vismaya Building, Infopark Kochi, India |
| * Follow up the Client & Services of several projects using the remote desktop facility on almost 20+ servers & virtual machines
* Make sure that all projects are running/flowing without any piled ups and client issues
* Trouble shooting issues
* Solving the issues with the System/Application Support team by raising the Tickets
* Handling the online calls (Bridges) for solving the issues live
* Generate, Maintain and Publish Production related Reports.
* Interact with the upper management and clients through calls, emails or chat(act as an interface)
* Take decision on Sampling, monitoring and feedback plans.
* Form Action Plans to improve and maintain Productivity Standards.
* Work along with the Production Analysts & Project Manager to improve Productivity to meet SLA.
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| EDUCATION AND TRAINING |  |

January 2014 – February 2015Responsibilities | Transaction Analyst (1 year) |
| Xerox Business Services India Private Limited2nd Floor, Vismaya Building, Infopark Kochi, India |
| * Handling Insurance claims
* Crosschecking & approving

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| (2008-2011)(2006-2008)(2005-2006) | Bachelor degree in Computer Application (B.C.A)Kodaikanal Christian College, KodaikanalTamilNadu. |
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| Higher SecondaryDevasom Board Higher Secondary School, kavumbhagamThiruvallaSecondary School Leaving CertificateDevasom Board Higher Secondary School, kavumbhagamThiruvalla |

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| PERSONAL SKILLS |  |

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| Mother tongue | Malayalam |
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| Other language(s) | UNDERSTANDING  | SPEAKING  | WRITING  |
| Listening  | Reading  | Spoken interaction  | Spoken production  |  |
| English | Intermediate  |  Intermediate | Intermediate | Intermediate  | Intermediate |
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| Hindi | Basic level | Basic Level | Basic Level | Basic level | Basic level |
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| Communication skills | * Good communication skills
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| Organisational / managerial skills | * Leadership
* Production support
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| Job-related skills | * Good command of quality control processes
* Excellent in the field of computers
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| Computer skills | * Good command of Microsoft Office™ tools
* Photoshop
* Basic Computer Programming & Networking
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| Other skills | * Time management
* Punctuality
* Drawing
* Graphic designing
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| ANNEXES |  |