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| PERSONAL INFORMATION | Arun  [Arun.347884@2freemail.com](mailto:Arun.347884@2freemail.com) |
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| WORK EXPERIENCE |  |

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| February 2015 – March 2016  Responsibilities | Production Control Associate (1 year) |
| Xerox Business Services India Private Limited  2nd 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. |
| |  |  | | --- | --- | | EDUCATION AND TRAINING |  |   January 2014 – February 2015  Responsibilities | Transaction Analyst (1 year) |
| Xerox Business Services India Private Limited  2nd Floor, Vismaya Building, Infopark Kochi, India |
| * Handling Insurance claims * Crosschecking & approving |
| (2008-2011)  (2006-2008)  (2005-2006) | Bachelor degree in Computer Application (B.C.A)  Kodaikanal Christian College, KodaikanalTamilNadu. |
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| Higher Secondary  Devasom Board Higher Secondary School, kavumbhagamThiruvalla  Secondary School Leaving Certificate  Devasom 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 |  |