**RESUME**

##### *Riku*

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*Career Objectives*

##### To work with an organization, which can provide me constant learning, leading to intellectual growth, enhance my creative skills and to achieve top cadre by setting benchmarks both at organizational and personal front and making positive contributions towards the organization.

###### *Summary of Skills*: Positive Attitude, Analytical power, Target oriented, & hard working, Team Work, Dicipline, Honesty and Integrity

##### Areas of Work experience:

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| --- |
| As a Service Delivery Executive in IDEA CELLULAR LTD, ASSAM & NESA CIRCLEFrom Sep-2012 to till date 2016 working as team member SD Prepaid. |

**Key Skills**

* **MS Excel & MS Access**

**Responsibilities:**

* **Checking segment wise UPC and Port out request customers.**
* **Coordinating the same with the sales team.**
* **Creating report accordingly and circulate.**
* **Making an arrangement for outcall the port out request customer for retaintion.**
* **Checking out all the process are completed within TAT.**
* **Collecting data and making reports for port in Subscriber**
* **Circulating MIS data for port in request against the donor operator**
* **Communicating customer regarding their NPD request.**
* **Daily communication regarding port in gross.**
* **Daily MIS report for 4G customer updates**
* **Daily MIS for 4G SIM delivery reports**
* **MSISDN and SIM provisioning**
* **Checking customer records in CRM portal**
* **Validating if any customer raised complaint in CRM**

**In UNR Part**

* **Daily A/c validity expiry period service communication to Hand-holding [0-90 Days] Subscribers & Data Expiry period Communication to Data Users.**
* **FTT Cross-sale & up-sale communication to Hand-holding subscriber.**

##### *****Feature Career:*****

##### Willing to work with Top Performers.

##### There should be a prospect to augmentation in career.

##### Research work gives an advantage to future plan.

##### A responsible position in a reputed organization that provides careers advancement and opportunities under challenging work environment.

##### Scholastic

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##### DON BOSCO SCHOOL, SEBA Board

##### H.S.L.C scoring 52% IN 2002

##### LUMDING COLLEGE (AHSEC)

##### H.S scoring 61% in 2004

##### SIKKIM MANIPAL UNIVERSITY

##### BscIT scoring 60% in 2009

##### Other Vocational courses

##### STCW from CMIT Lucknow U.P.

##### PGDFSM on FIRE & SAFETY Management From M.G.University.

##### Other Technical courses

##### ADSE under APTECH INSTITUTE

##### TECHNOLOGY UPGRADE under APTECH INSTITUTE

##### PROJECT WORK under APTECH INSTITUTE

*****My Eyes On*****:

To achieve the greatest height of success by implementing my knowledge to the best of my efforts and working in an enthusiastic team oriented environment.

If I am given an opportunity to serve in your esteemed organization, I will fulfill all the duties entrusted to me under the entire satisfaction of my superiors. Thank you for your consideration.

##### *****Declaration*****

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