**RESUME**

**Mrs. Umadevi.**

**Umadevi.358917@2freemail.com**

**SUMMARY**

* Enthusiastic and dedicated teacher with a commitment to help students with learning and fostering a love of the educational process. Adapt in assessing learning styles.
* **Four years** of Customer support IT experience in analyzing requirements, creating help documents for users, writing test scripts and developing client/server applications.
* Good **communication skills**.

# EDUCATIONAL QUALIFICATION:

|  |  |  |  |
| --- | --- | --- | --- |
| **Year** | **Institute/ University** | **Division / Percentage** | Degree |
| March 2016 |  IMTTI (Chennai) | First class with Distinction | Diploma in Montessori Teaching |
| May 2005 | Pune | Higher Second Class (58.53%) | B.E. (Computer ) |
| March 1999 | Mumbai | First class (65.00%) | H.S.C |
| March 1997 | Mumbai | First class (67.73%) | S.S.C |

# WORK EXPERIENCE:

**Velammal Vidyalaya Annexure (Chennai) May 2016 – March 2017**

**Position: Kindergarten Teacher**

***Job Responsibilities:***

**Arise n Shine International Preschool (Chennai) May 2015 –March 2016**

**Position: Preschool Main Teacher**

***Job Responsibilities:***

* Handling Children with ages 2.5 to 3.5 years old
* Teaching Curriculum
* Student Assessments
* Parent- Teacher conferences
* Maintain Student Portfolios
* Providing Administrative Support

**Accenture Services Pvt Ltd (Chennai) April 2007 - March 2010**

**Position: Senior Process Executive**

***Job Responsibilities:***

Working for U.S & U.K Process for Wyeth Pharmaceuticals project- AP Process (Inbound Calls, Outbound Calls & E-mail Support)

* Working as a SPOC to resolve all escalations
* Processing of invoices received in SAP application
* Analyze vendor statements
* Co-ordinate with Helpdesk to resolve client and vendor queries
* Research and respond to vendor helpdesk and client inquires on payment status providing a complete assessment of issues and offer recommendations to resolve.

# *Rewards and Recognition:*

* Celebrating performance monetary award for putting a process in place for handling the

generic e-mail box, directed approach in resolving queries which was appreciated by Accenture Management, but also by the clients.

* Celebrating performance Drives to Add Value for resolving client escalations.
* **Three** Summit Awards for quality, resolving maximum e-mails and consistent

 performance in AP process.

* Recognized as People Developer for being helpful and quick learner of the process.

**Sutherland Global Services Pvt Ltd (Chennai) April 2006 - March 2007**

**Position: Customer Support Executive**

***Job Responsibilities:***

 Worked for Bell CanadaProcess-(Inbound Calls)

* Analyzing customers telephone issues and assigning to the technicians to resolve

# *Rewards and Recognition:*

* Always appreciated by clients for customer satisfactions

# COMPUTER PROFICIENCY:

|  |  |  |
| --- | --- | --- |
| Languages | : | C, C++, COBOL, V.B 6.0, Java |
| **Operating System** | : |  DOS, WIN 98/ 2000/XP/NT |
| **RDBMS** | : | SQL SERVER 7.0, Oracle 8, MS ACCESS 2000 |
| **Web Technologies** | : | HTML |
| **Web Designing Tools** | : | Microsoft FrontPage |

# ACADEMIC PROJECTS UNDERTAKEN:

**Project: Web Load Testing Tool**

**Client: Victorinox International Inc, Pune**

**Project Description:**

* To test the load on server

**Environment:** Java (Core & Advanced), Oracle 8

**Project: All In One Editor**

**Client: Victorinox International Inc, Pune**

**Project Description:**

* To test the load on server

**Environment:** HTML, SQL Server

### EXTRA CURRICULAR ACTIVITIES:

* Presented Seminar on eCos (Embedded Configurable Operating System)

### PERSONAL DETAILS:

* **Sex** : Female
* **Martial Status** : Married
* **Languages Known**: English, Hindi, Marathi, Tamil, and Telugu.
* **Interests** : Reading, Travelling and Music.