**Rabia**

**Career Objective**

Email: [rabia.368186@2freemail.com](mailto:rabia.368186@2freemail.com)

Looking for the working environment which can enhance my technical skills and provide opportunity to grow as a professional so that I can play a vital role in the achievement of the company’s objective.

**Work Experience**

**Orange Business Services, Gurgaon – Order Delivery Manager – Aug 2015 – Present**

* Interfacing between customer HQ, Sales as well as technical teams to deliver the services appropriately.
* Proactive tracking and monitoring of all service components (circuit, equipment etc.) with respective supply chains until full delivery of ordered services
* Carrying out Order Validation of the assigned orders for the administrative completeness as well as technical consistency.
* Crucial role in addressing as well as resolving escalations; ensuring minimization in delays and compliance with the commitments.
* Proactively monitoring all the installations and migrations.
* Providing approvals through defined processes and channels as to when the order is stuck in any stage.
* Proactively working with the sales team and the project managers to provide the customer with the best and the lowest price Dedicated internet access quotes for the circuit implementation.
* Delivering service as per the Key performance indicators defined and meeting the client’s expectations accordingly
* Ensuring on-time delivery for all service orders as well as bringing low the Lead Time to Connect (LTC).
* Escalating issues wherever required following the escalation matrix if any of the deliverables is delayed as per the customer expectations
* Working with the various teams closely to ensure customer gives a high CSAT and CLI.
* Ensure implementation/migration plan and implementation schedule are in compliance with the overall project plan developed by the Project Manager Service Transition Manager (STM) and in compliance to Equant Service Delivery processes. (Change Management).
* Interlock for communications with process related entities, like Sales, Legal, AGN, FE ,Billing, etc.
* Ensuring that the old service gets disconnected once the customer migrates to a new one.
* Clients handled are SITA Airlines(British airways ,Ethihad, Alitalia , Finnair , Scandinavian)Euro Information, Loreal, Mastercard International, Valeo, Adidas, St Gobain Systeme Information, Akzo Nobel, General Electric, Seimens, Gas Natural Italia Spa and Aggreko Plc.

**Orange Business Services, Gurgaon – Cessation Management Specialist – Feb 2014 – July 2015**

* Responsible for end to end Cessation request for all services.
* Analyze performance and process improvement plans to enhance the order quality and meet the order deadlines to save the revenue loss.
* Responsible for timely and effective communication to the internal / external customers regarding order progress.
* In conjunction with the team Manager develop and implement initiatives to optimize costs and simplify operations .

**Training And Projects**

**Training**

* Time management and Multi-Tasking skills
* Understanding of PTT/Telco’s Network environment

**Projects**

* Virtual routers
* Renaissance
* SITA Airlines

**Academic Qualifications**

**Rayat Instuitute of Engineering & Information Technology – Punjab Technical University**Aug 2009 - Jun 2013   
B.TECH (Computer Science) - 66.32%

**D.A.V. Public School, Amritsar – CBSE**

Apr 2007 - Mar 2008

12th Standard(Non-Medical) – 68%

Personal competencies

* Fast Learner
* Hard Working
* Innovative
* Co-Operative
* Good managerial skills

I hereby confirm that the above information is true to the best of my knowledge

**PLACE : Gurgaon**

**DATE : 12/04/2017 (RABIA)**