**Serajul**

**Serajul.372080@2freemail.com**

##### Objective:

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To seek a challenging customer service position to utilizes my skills, abilities and offers professional growth and security while being resourceful, innovative and flexible.

##### Work Experience: Accenture Services Pvt. Ltd. Since: 22-Sep-2008

 ***Designation*: Transaction Processing Analyst.**

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**Organization Profile:**

Accenture Services Pvt. Ltd. (Accenture) is one of the leading global providers of Information Technology services and business solutions. Over 46,000 professionals service clients across diverse industries, from 23 sales offices across the Americas, Europe and Asia-Pacific, and multiple offshore development centres across 8 cities in India. They have serviced more than 500 FORTUNE 1000 companies, for over two decades.

**Current Process Overview:**

* The process is a support to finance for payment of royalties to composers and musician registered with it.
* Creation of licensees to play music in Public places, Bar, restaurants etc.
* Creating database for the new releases in music, films & series live concerts, orchestra etc which are made by the registered composers.
* Payment of royalties to Forceign composers directly who are outside of Nederland’s but registered with Buma-Stemra.

**Current Job Profile:** Currently working as an SME (subject Matter Expert) Handling team of 19 FTEs, overall responsible for achieving KPI’s and SLA’s

**Responsible for reporting activities:**

* Weekly Resource Planning.
* Weekly Review Meeting and Deck preparation.
* BPO Manual Score card.
* Daily Dash board.
* KPI.
* Control Charts.
* Client Communications.
* Allocation and Deadlines status.
* Balance Score card implementation.
* Daily Incident Report to client.
* Daily Attendance tracking of process.
* Weekly Roster of all team members.
* Quality calibration, RCA, FMEA.
* POS for we@Accenture Rewards tracker for Delhi(NCR)
* POS for outdoor gams for Delhi (NCR) location
* POS for People engagements team for DDC3 location
* CSR team members of Delhi(NCR)

**Process Overview: Cardinal**

* The process deals with item processing and transaction details online into the Citrix Systems.
* The members move into the Citrix Systems to take care off all further processing related to the transactions.
* The process of item processing goes on the specific Quality Format of DPMO.

**Job Responsibilities:**

* Processing of Checks, Invoices, Money Orders, Demand Draft.
* Maintained Service Level as per client requirements.
* Helped and co-operated other associates in their queries.

##### Work Experience: Patni Computer System Since Aug, 2007 – Jan’ 08

**Designation: - Project Trainee.**

The process is related to process US based Health Claim from so that the claim person can get their amout.

##### Academic Qualification:

* Graduate in Computer Application from IGNOU New Delhi 2006.
* Intermediate in Science Stream (Maths) from B.I.E.C Patna.
* Secondary Examination Board from B.S.E.B Patna.

##### Professional Qualification:

* Diploma in Hardware Technology.

##### Knowledge Package:

* MS Office (Ms Word, Ms Excel, Ms Power Point and Ms Access).
* Visual Basic, Oracle.
* Windows (XP, 2000 Professional, 1998).
* Remit Trac workflow for live data processing.
* Citrix System.

##### Personal Details:

* Date of Birth : 26th Dec 1979.
* Marital Status : Married.
* Nationality : Indian.
* Religion : Islam.

* Languages Known : Hindi, English & Urdu.
* Hobbies : Playing and riding