**CURRICULAM VITAE**

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| **SANGEETHA** |
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 Email: sangeetha.387437@2freemail.com



Name : Sangeetha

Date of Birth : 06/11/1989

Sex : Female

Marital status, Visa : Married, Husband Visa

Languages Known : English, Malayalam, Tamil

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| **Objective :** |
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| My objective is to pursue a challenging career and new prospects, where I will have the opportunity to apply my interpersonal and academic skills. Masters graduate in Information Technology with 3years experience in the IT field ,8 month experience in the Debt collection Tahseel Sharjah , and 1year experience in Debt collection in Dubai Legal Services and 1 year working experience for Etisalat Debt collection.Recently worked 10 months for World wide mechanical engineering testing company in Dubai as a Data Entry cum Admin staff.

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| **Education History :** |
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* **Highest level of education : MSC IT from Bharathiar University**

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| **Exam** | **Institution** | **Board/University** | **Year of Passing** | **% scored** |
| MSC IT | Bharathiar University College Coimbatore | Bharathiar University Coimbatore | 2013 | 70% |
| BSC IT | CMS College Coimbatore | Bharathiar University Coimbatore | 2010 | 80% |
| XII | SHCGHSS TCR ,Kerala | State Board | 2007 | 85% |
| X | SHCGHSS TCR ,Kerala | State Board | 2005 | 75% |

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| **Work experience History :** |
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* Recently worked 10 months for World wide mechanical engineering testing company in Dubai as a Data Entry cum Admin staff.
* 1 year experience in Sharjah Etisalat Debt collection .
* 1 year experience in Dubai Al Bahar And Associates ,Advocates And Legal consultants
* 8 Months experience in Tahseel HKDC Sharjah UAE as a Debt collector
* Having 3yrs wide ranging experience in the areas of providing the production support for the applications involved in the trades (Futures & Options) life cycle for an Investment Bank (Deutsche Bank) by using technologies like SQL, PLSQL and UNIX. HCL technologies, Bangalore,
* And already having experience in ASEC India as QC for 6month.

Highly skilled in imparting product knowledge to customers over the phoneHands on experience in identifying and developing successful business relationships and Well developed professional relationships with the client level community

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| **PROJECT DESCRIPTION AND RESPONSIBILITY** |

**World Wide Mechanical Testing,Dubai****Handling admin works regarding staff attendance .Duty Dividing and recording data, Making certificates after engineer’s inspection and its Delivery to the recipients.**Certificate Preparation after doing Inspection:LIFTING EQUIPMENTSELEVATOR & ESCALATORSCAFFOLDING TEMPORARY STRUCTURELIFTING ACCESSORIESHEAVY EQUIPMENT NON DESTRUCTIVE TESTINGPRESSURE VESSEL,AIR COMPRESSOR/RECEIVER,CONTAINERSMARINE SERVICES **Certificate and Approval** * **DAC**
* **LEEA**

**Al BaharAssociates & AdvocatesLegal consultants*** Hire, Train Employees for Debt Collection & Business Development Team
* Overall Performance analysis of the Team, responsible for closing contracts
* Responding to new inquiries and assigning the same to the members of the team
* Team Management, Performance Evaluation
* Focus and resolution of the Customer inquiries and complaints based on the need
* Basic IT assistance as and when need arises
* Registering / Opening debt collection & legal cases in the system
* Training the entire debt collection department team members for any new implementation or changes in the system
* Coordination with the business development and debt collection team and ensure if the inquiries are responded and entered in the system
* Maintenance of contracts
* Performing background check of the clients and debtors and make sure that the data entered is valid and up to date
* Creating or registering new cases in the system
* Other duties as per the Management’s request

**Debt collector in HKDC Tahseel Sharjah and Sharjah Etisalat Debt collection** Collect outstanding debts from clients and achieve collection target to ensure positive cash flow. Strong experience in collection of debt for high volume from DU consumer Part* Exceptional ability to achieve all monthly and quarterly objectives.
* Remarkable ability to maintain confidentiality of information.
* Excellent oral and written communication
* Negotiating settlements with clients
* Taking ownership of debt collection cases
* Reporting daily progress against targets to the Team Leader.
* Outstanding skills to schedule activities within timeframe
* Proficient with commonly used collection practices and procedures
* Managed communication with all debtors through telephone and via mail.
* Coordinated with customers over phone as per Head guidelines.
* Monitored member movements and performed internet research.
* Developed strategies to achieve all debt collection activities.
* Documented all member contact details in collection system

**DB-Global Exchange Services (DB-GES)** Deutsche bank is a major financial Institution which deals with exchange-traded Securities such as Equity, Fixed income and Derivatives as futures and options as well as over-the-counter products such as contract for difference and Foreign Exchange.GES stands for Global Exchange Services. Basically it deals with derivatives products for equities and fixed income securities.GES has 2 departments i.e. Fixed income and Equities. The products deals within Fixed income include forex and commodities. The product deals within equities are stocks.GES operates through its own memberships on 40 exchanges as well through other brokers. It has 32 applications My role in the project is to handle the Level 1 and Level 2 activities regarding GES applications and the duration of my work with this project is 3 years.Analyze and Resolve complex bugs in GES and resolution of Production IssuesImplement minor changes to existing software architecture of Matrix for production infrastructure environments.* Monitor & resolve all the SR and IN tickets in my queue and Responsible for providing the support in L2/L3 level depending on the Priority of the issues to meet client’s SLA
* Involved in business critical calls (daily) to kick off “Ready for Business”.
* Healthy Interaction with business users/other application group for resolving issues arising out of data feeds/interfaces of their applications
* Proactively involved in automations which helped to reduce manual intervention in health checks.
* Responsible to achieve the best results, discussing and tracking the team goals, having an individual interaction with the team members.
* Managing daily, weekly and monthly systems check list and Monitoring the production server.
* Updating of all knowledge articles and knowledge base documents.
* Coordinating the development and testing of projects and migrating new software releases into Production.
* Making and engaging Hot Line calls to the respective Clients
* Providing better ideas regarding the products and resolving the problems within the time period
* Maintain the list of contacted clients and reporting to the right levels.
* Involved in voice and non-voice operations

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| **Certification :** |
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* Certified in Information Technology and Infrastructure Library(ITIL) Version 3
* Completed ITSM (Information Technology Service Management) Certified by HCL-Technologies
* Received the Award for the best outstanding performer on the team
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