Habib

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**CAREEROBJECTVIE**:

Keenly interested in challenging and creative assignments, which will enable me to

sharpen up my skills and make me competent enough to excel in any industry, utilizing knowledge, ideas and experience for producing best results in order to achieve prime goals of the organization.

**EXPERIENCE SUMMARY:**

\*Over all 9 years of work experience.

\*7 years worked for top Multinational Companies like **GENPACT,**

**COGNIZANT TECHNOLOGY SOLUTIONS.**

**Achievements:**

**\*Successfully implemented** **MUDA** **system, part of lean project to improve process.**

**\* Received Opel award being associate of the quarter Sep 2014.**

**\*Received Transformer award for consistence performance.**

**TECHNICAL SKILLS**:

**\*Worked on,SAP HR,Concur solutions, Windows 98, Ms-Office,JDE & Oracle.**

**EDUCATIONAL QUALIFIACTION**:

**(2000-2003) B.com from Utkal University,**

**(1998-2000) Intermediate (C.H.S.E.),**

**1998 H.S.E from Peary Mohan Academy Cuttack.**

**Project Responsibilities**:

Worked for **Cognizant Technology Solutions**.

**Project#2**

\*Worked for **Boehringer Ingelheim U.S T&E** process**.**

\*Leading the transaction Team.

\*Prepared daily, weekly and monthly reports for the entire team.

\*Met project SLAs on a daily basis.

\*Actively provided training to the new joinees to understand the process.

\*Worked on escalated calls and emails from clients.

\*Updated sops and KPIs in the process on a regular basis.

\*Helped clients by providing ad hock requests within time.

\*Prepared EOD reports for the entire team.

**Project#1**:

\* Working for Order Management Center for **At&t**.

\*Auditing & Processing Billing account numbers For customers of **American**

**Telecom &Telegraph(At&t).**

\*Checking the Credit history of customers.

\*Doing audit on their request orders.

\* Completing the Order, by adhering all compliance policy by At&t.

\*Work on Escalated Billing Account Numbers.

\*Work on DDR Billing Account Numbers.

\*Taking care of Current Due date BANS.

\*Assisting Onshore At&t employees, as a SME on Billing Account Numbers through smart chat.

\*Assisting new joinees in the Team to understand the INP Billing Account Numbers.

\* Meeting the specified SLA and ensure that targets are met on a daily basis.

\*Actively participating in all the training programs and came up the learning curve in a short span of time.

**Previous Work Experience**

1-M/s Agarwal Software as an Sales officer. from Aug 2005 till July 2007

2-Worked for **GENPACT** as Process Associate from jan 2008 Till Dec 2010.

Responsible for the following significant activities in Travel and Expenses process.

\*Processing manual expense reports submitted by employees of **GSK U.S**

\*Posting expense reports transactions to the General Ledger for financial reporting purposes.

\*Auditing of expense reports submitted by employees.

\*Updating Direct Deposit account information's of employee's in GEMS system Resolving email query in group email box.

\*Resolving ACH kick outs of employees.

\*Preparing ACH Reconciliations statements.

\*Responding to employees for "No Approver queue" expense reports.

\*Setting up "Contractor profile in GEMS system for contract employees.

Special Assignment.

\*Handing escalation's within the process.

\*Providing process training to "New Joinees" in the process.

\*Actively coordinated for projects implemented within the process.

\*Updating the KPI tracker (Keep Performance Indicator).

\*Updating the leave tracker for team.

\*Selected as Lean Catalyst for Team.

\*Selected as H.R Spock

**Awards / Certificates**:

\*Received Bronze Awards for outstanding performance in the process

\*Received Silver Award and Appreciation for the lean idea in customer service.

\*Received GENPACT Bronze and Silver cheers points.

\*Other Trainings Attended:

\*CTE (Call Taking Excellence) training.

\*Lotus Notes training.

\*Training on E-mail Writing Skills.

\*Controllership Training

\*Integrity training.

\*Effective Time Management.

**PERSONAL DETAILS**

Date of Birth: 13-01-1982

Age: 30years

Place of Birth: Cuttack

Marital Status: Married

Languages Known: English, Hindi, Oriya

**Hobbies:** Reading PMA Books, Travelling