**CURRICULUM VITAE**

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| **BHARADWAJ**On Visiting Visabharadwaj.376602@2freemail.com C/o- +971502360357 | IMG_9187 |

**Objective**

* To enhance my capabilities and skills by effectively using my education and experience in a challenging role for the benefit of the organization I work with.
* To take up a challenging career in a prestigious and esteemed organization where my skills and abilities can be utilized which can help me to grow along with the organization.
* To associate myself with a dynamic organization and use my knowledge for mutual growth.

**Employment History**

1. **Mphasis an HP Company, Mangalore.**

**Period: November 14th 2011 to May 3rd2013**

1. Worked as a Customer Support Representative.

b) Worked as Supervisor in Knowledge & Escalation desk.

c) Worked in Service Recovery Desk.

d) Worked as Quality Analyst.

**Job Responsibilities Involved:**

* Resolving customer’s problems by clarifying issues; researching and exploring answers and alternative solutions; implementing solutions; escalating unresolved problems
* Supervising & handling escalations of the customer’s queries & problems in 2nd Level which are not been solved at the agent level.
* Monitoring & quality checking of the calls handled by the agents and providing them feedbacks; maintaining the quality parameters, dip check, Repeat audits, Providing briefing & refresher training regarding new updates to the agents.
1. **Cognizant Technology Solutions Pvt Ltd. Mangalore.**

**Period: November 20th 2013 to March 4th 2016**

Worked as a Senior Process Executive of a RSC(Regional Service Centre) Support teamwhichprovides tax servicing for a US Mortgage based company named core-logic.

**Job Responsibilities Involved:**

* Providing Support functions to various other teams in the company offshore and onshore.
* Creating charts, graphs and reports of daily organization workings.
* Worked in Procurement Management team, Cycle Management.
* Accepting new and on the spot responsibilities.
* Guiding and coordinating other team members in meeting the deadlines.
* Solving conflicts and issues interrupting daily tasks.
* Supporting US teams over the telephone.
1. **Blue Line Computers, Mangalore.**

**Period: May12th 2016 to October 19th 2017**

Worked asa Business Development Executive in a Software Development Field.

**Job Responsibilities Involved:**

* Researching organizations and individuals online (especially in social media, cold calling) to identify new leads and potential new markets
* Contacting potential clients via email or phone to establish rapport and set up meetings
* Developing quotes and proposals, setting sales goals for the team and ensuring they are met
* Also have hands of experience in SEO(Search Engine Optimization) -Keyword research, Google Analytics
* Conducting on-site and off-site SEO competitor analysis.
* Link Building, blogs creation, Videos creation, implement and monitor social media campaigns

**Education**

**2016** MBA Degree with a specialization in Six Sigma Managementfrom IIBM Institute of Business Management, New Delhi

**2011** BBM in Financial Management&Income Tax from Shree Devi College, Mangalore

**Certifications**

**2016**Certification in Six Sigma Green Belt Professional from IIBM

**2016**Certification in Enterprise Resource planning Professional from IIBM

**2016**Certification in Project Management from IIBM

**Competencies and Personal & Organizational Skills**

* Coordinating tasks, setting goals, meeting deadlines and multi-tasking.
* Ability to perform ing any stress related situation, Customer Satisfaction.
* Supportive, motivated and self-confident. Time Management
* Managing conflicts, Making decisions, Analyzing issues and develops strategies.
* Computer Proficiency (MS Word, MS Excel, MS PowerPoint)
* Creative writing, Blogs, article writing, Search Engine Optimization (SEO)

**Personal Details**

Date of Birth – 13 July, 1990

Sex – Male

Nationality – Indian

Languages Known – English, Hindi, Kannada

Date of Issue – 11 Aug, 2017

Date of Expiry – 10 Aug, 2027

**Certification**

I hereby declare that the information given above is correct to my knowledge and I will be responsible for any discrepancies.

Yours Sincerely,

**BHARADWAJ**