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FALCON ID # 31751

Oilfield Services / Analyst

Residential Country : India Nationality : India
Resume Title : Analyst Notice Period : 1 Days

EDUCATION

Qualification	Institute / College /university	Year	Country
Bca	Maharaja Arts And Science College	0000	Not Mention

CAREER SUMMARY

Position	Employer	Country	From Month/ Year	To Month/ Year
Senior Statistical Analyst	Tcs	India	10/2009	01/2013
Quality Controller	Helios	India	10/2008	08/2009
Administration Executive	Vgr	India	08/2003	01/2007

ADDITIONAL CERTIFICATE AND TECHNICAL QUALIFICATION

Name Of The Course	Course Date	Valid Upto	Name Of Organisation
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Current Salary (Monthly In Usd): Not Mention Expected Salary (Monthly In Usd): Not Mention

Additional Skills :

Technical Skills

- ? Applications
- o Tally 6.3 (Accounting)
- o Wings (Accounting)
- o Visual Basic
- o Microsoft Word / Powerpoint / Excel / Access

- ? Desktop Publishing
 - o Photoshop Cs2
 - o Corel Draw
- ? Web Technologies/ Database
 - o HTML, ASP
 - o Oracle, SQL Server
- ? Operating Systems
 - o MS Windows XP / Vista / 7
 - o MS Dos / Unix

Additional Information :

Market Research

- ? Extensive occupational experience in company namely TCS (Tata Consultancy Services), Chennai; working for the client who is World's No.1 Market Research Company.
- ? Excellent knowledge of Market Research in various aspects like functionality, performance and integration.
- ? Excellent relationship builder with success in forming strong, sustainable relationships and securing harmonization among cross-functional team members for key initiatives.
- ? Progressive, decisive, and innovative, highly valued for expertise interpreting corporate vision and strategy, translating IT objectives in to actionable plans.
- ? Well-organized individual with proven ability to implement standards, procedures and processes that measures and improves business functionality. Demonstrated ability to effectively handle multiple projects with competing priorities.

Quality controller

- ? Experience in HELIOS OUTSOURCING PVT LTD
- ? Analyze requirement during the requirement analysis phase of projects.
- ? Keep track of new requirements from the Project.
- ? Identifying the Hardware and Software requirement for the Test Setup.
- ? Track and report upon testing activities, including testing results, test coverage, required resources, defects discovered and their status.
- ? Ensure Regression Testing.
- ? Ensure Smoke Testing.
- ? Send the status report (Daily, Weekly etc.,) based on the project Deliverable's.
- ? Monitoring agents call for more than 7 centers out of 20 centers per day.
- ? Sending E-mails to each individual about agents performance over the call.
- ? Requesting training department for the improve on Agents personal qualities, where the caller are lacking .
- ? Grading the Agents on monthly performances.

Voice Process

- ? Experience in HCL TECHNOLOGIES BPO LTD
- ? Handling Day to day Calls, Resolution of the same within stipulated period.
- ? Responding to and coordinating customer calls. & Chanalized Escalation. Provide technical and administrative support for Desktop and Laptop Computers. Essential Knowledge of Windows XP/NT, Lotus Notes, MS Office Suite, basic Networking
- ? The Help Desk Technician will be responsible and accountable for providing technical computer system support.
- ? Understand customer queries / request and act accordingly.
- ? Provide remote resolution front line support for Desktop, Workstations, Laptop and other

technologies as required Updating customer on the latest information about the product.

? Responsible and accountable for logging all calls, emails and walk-up requests in the call tracking system

? Troubleshooting Technical issues relating to Operating Systems, Hardware and networking technologies to US Customer

? Call back done as per call committed at the right time