**RAGHAVENDAR**

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**Career Objective**

**To continue my career with an organization in leadership position that will utilize my management,supervision and Administrative skills to benefit mutual growth and success.**

**BRIEF SUMMARY**

* Having around 3 years of experience in IT industry at Franklin Templeton Investments,Hyd.
* Having around 1.2 years experience in the healthcare industry in online business.
* Having around 1.5 years of experiencing in Amazon LinQ store E-commerce business.
* Having around 1 year of experience in Homeocare International.
* Good interpersonal skills and ability to work well with others having self confidence, self motivatation and can do spirit. Able to conduct presentations & demonstrations.
* Quick learner,knowledge hungry,self starter and adept in learning new things.
* Ready to work and adopt to any of the fields,environments.

**AWARDS/PRIZES**

* Won many First Prizes in several Speech,Debate,Essaywriting competitions in School ,College and Engineering.
* Organised Several meetings,events in the School,College and Engineering.
* Collected Relief fund for **“Tsunami”** hit people in my Engineering college and donated the amount to “Red Cross Society”.
* Participated in **Youth Parliament** , organised as part of **National youth day** celebrationsby Vivekananda Institute of Human Excellence,Hyd.
* As part of **Corporate Social Responsibility** worked for social causes along with the organization.(Franklin Templeton Investments)
* Participated in cyclothan and other events held near people plaza,Hyd.
* Awarded as “**Valued Team Member**” in Franklin Templeton Investments

* Submitted several Paper presentations in many colleges and gave a technical presentation at at **IIIT Bangalore** too.Also Participated in creative solutions contest held at same campus.
* Participated in Programs organized in the OU campus and several other locations,and took active participation in the events held.
* Received First Prize in **Ethnic wear Competition** in one of recreation events at Franklin Templeton Investments.
* Won appreciation mails and accolades from clients in the organisation.
* Won First prize in **National level** extempore competition held at engineering college technical chapter.

**EDUCATION**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Name  Of  Course | Board / University | Institution | Year of  Passing | Percentage |
| B.Tech | JNTU,  Hyderabad | Sri Indu College of Engineering & Technology,  Hyderabad | 2007 | 72.26% |
| Intermediate | Board of Intermediate Education | SV junior College,  Zaheerabad | 2002 | 86.1% |
| S.S.C | Board of Secondary Education | SV high School,  Zaheerabad | 2000 | 75% |
|  |  |  |  |  |

**TECHNICAL SKILLS**

Languages : C, HTML,Core Java.

RDBMS : Oracle 9i,oracle 11g.

Operating System :windows (2000,2007,2010 and XP)

Tools and App’s Worked upon: BOBJ, Informatica ,ETL

Query Language:SQL

Reports: Crystal reports (Crystal Enterprise Server XI)

**Project IN DETAIL**

**Project Title: Global Image**

Company: Franklin Templeton, Hyderabad.

Duration: 3 years.

Description: This is a complete suite of applications for Document Management and Business Process management. Global Image automates all the processing activities of Global Transfer Agencies of Franklin Templeton by eliminating all the paper based works. Various of modules of Global Image are described below.

Capture – Customized thick client that uses FileNet Capture 5.2 to scan the documents and to cache in BES. This also works in conjunction Open Text Right Fax application to automate the Faxed documents. Faxed and Scanned documents will be indexed and committed to IS server. Committed documents based on the need will get into automated workflow.

Document Inquiry – Customized web application that allows users to search the committed documents against its index fields. This uses IDM Web Services with Open Client 4.0 and Daeja Viewer to View the document from the client side. This also provides ability to modify the associated document indexes and ability to add annotations over the Images.

Workflow – Customized Web application which automates the required workflow to route the document dynamically among the users. This uses eProcess 5.1 where all the workflow designs are built based on the required business rules. UPM – Customized web application that works extensively with Oracle 9.2 where the user’s profiles are managed along with the skills that tells what kind items the user can process in workflowReports – Web based application developed with Crystal Enterprise Server which produces Activity, Productivity and Reconciliation reports.

**Project Roles and Responsibilities:**

* Involved in low-level application design of various Modules in the application.
* Involved extensively in Application Development using FileNet, MS Technologies, Crystal Reports enterprise server and Oracle.
* Liaison with GTSM, PMO teams in requirements gathering and understanding business requirements.
* Preparing LOE, Technical documents for the individual modules with in the project.
* Involved in POCs and Pilot modules development.
* Took care of owner ship for various tasks in the Production Rollouts.
* Providing Application Support to customers.

**Support Responsibilities:**

* Generating Reports and Automating regular and time consuming reports Handling Tickets &Trouble shooting issues.
* Regular Validations and Server Refreshes.
* Educating Users on various issues and functional areas.
* Meeting Customers on Technical, functional meetings.
* Support Metrics Preparation & Helping team members in effective tracking using bug trackers

**Project Title : Sharepoint Implementation**

Company : Franklin Templeton, Hyderabad.

Environment : Microsoft Office Sharepoint Server 2007

Duration : 10 months

Team Size : 3

Description: Implementation of the Global SharePoint Infrastructure for Global Imageat Franklin Templeton.It is a business productivity platform that provides central location for Collaboration, Managing SharePoint Sites and Search Capabilities.

Roles and Responsibilities:

* Lead and Point of contact for this project.
* Planning, Requirements gathering, logical and Physical Design.
* Integrating Customized Components and Standards.
* Planning for Communication, governance, training and ongoing management.
* Communication and Education.

**Company:Health Care industry**

**Role: Client relations Manager.**

**Duration:1.2 years**

**Responsibilities:**

* Managing a team of professionals who work in Customer Support team.
* Close monitoring of everyday activities of team members.
* Giving assignments to team members based on the need and their availability.
* Giving training to team members on different topics from time to time.
* Taking care of the needs of the employees like leaves,etc.
* Listening to the audio recordings and giving them feedback as and when needed.
* Recruting members of Team as and when need arises trough interviews.
* Conducting trainings,giving presentations to the employees on various modules of Operations for new recruits.
* Coordinating with other teams and ensuring cooperation.
* Ensuring no communication gap among the team members.
* Representing Company in various corporate company camps, meetings.
* Handling escalations ,issues within the organization.
* Giving presentations to corporate clients regarding company operations.
* Visiting different places along with team members , participating in the events and ensuring success.
* Involved in business discussions and tie ups with various diagnostics in twin states.
* Closely managing marketing team who involve in field level operations.
* Preparing schedules for the business development camps and ensure proper implementation of them.
* Involved in providing business analysys requirements to the technical team members in enhancement projects.

**Company: Amazon LinQ Stores**

**Role :Business Development Manager**

**Duration:1.5 years**

**Responsibilities:**

* Involving in day to day operations.
* Collaborated with cross-functional teams to improve customer service experience.
* Generated new business for the firm via cold calls, in person visits, referrals from contacts and networking on social media.
* Speaking to clients and informing them about franchise details and inturn selling the franchise stores.
* Coordinating with clients on their issues and support them when needed in running the business.
* Tracking their work records and informing higher management about their work process.
* Train and mentor new sales representatives.
* Took care of financial transactions and settlements in selling franchises.
* Gathering the requirements from the client teams and informing them as part of business analysys needs to the higher management.
* Took care in meeting maintainance standards at the client locations with respect to the infrastructure.

**Company: Homeocare International**

**Role:Client Relations Manager**

**Duration:1 year**

**Responsibilities:**

* Involving in day to day operations.
* Coordinating with clients and resolving their issues.
* Coordinating with Doctors.
* Involving in sales of Homeocare Organisation.
* Close coordination with accounts department regarding payments.
* Preparation of daily,monthly sales reports.
* Working in coordination with various branches of the organization.

**PERSONAL DETAILS**

Name : Raghavendar Bandaru

Sex : Male.

Date of Birth : 14-08-1985.

Languages Known : Telugu,English,Hindi.

Address : Keshav Nagar colony Near Champapet,Hyderabad,Telangana.

DECLARATION:

I hereby declare that the above written particulars are true to the best of my knowledge and belief.

Date:

Place: (B.Raghavendar)