

Resume

A.BALASWAMY

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Career Objective

To be the best in my domain and to be a part of an organization, which encourages creativity, utilizes my skills, provides opportunities for professional growth and simultaneous learning.

Educational Qualification:

B.A. (Economics) (Completed in 2006) from **A.V. Degree College**, Domalguda.

Intermediate (Completed in 2003) from **Wesley Junior College**, paradise.

SSC (Completed in 2001) from **St. Marys High School**, secunderabad.

Work Experience:

1. Worked as **SENIOR PROCESS ASSOCIATE** in **Xenosoft Technologies (I) Private Limited**. From October 23rd 2009 to August 25th 2017.

Client: Grayhound:

Greyhound's iconic brand is synonymous with affordable long distance travel in North America and a unique national network. Greyhound is a well-known for its regularly scheduled passenger service, the company also provides a number of other services for its customers. Greyhound Package Express service offers value-priced same-day and early next day package delivery to thousands of destinations in North America.

Job Role and Responsibilities :

- Checking the impact of Incompletion Log in Sales Documents
Generate daily reports for Sales Department.
- Record keeping of sales orders
- Making bill.
- Follow up and ensure collection within due dates from client by communicating.
- Keeping daily and monthly reports regarding: status of each order up-to-date-invoiced amounts up-to-date, all overdue invoices and the payment situation of each customer.

2. Worked as **Operation Analyst (Service Desk)** in **UNISYS India Pvt. Ltd.** from November 09th 2017 to July 01st 2020.

Client: Microsoft:

Microsoft Corporation (MS) is an American multinational technology company with headquarters in Redmond, Washington. It develops, manufactures, licenses, supports and sells computer software, consumer electronics, personal computers, and related services. Its best known software products are the Microsoft Windows line of operating systems, the Microsoft Office suite, and the Internet Explorer and Edge web browsers. Its flagship hardware products are the Xbox video game consoles and the Microsoft Surface lineup of touchscreen personal computers. As of 2016, it is the world's largest software maker by revenue, and one of the world's most valuable companies. The word "Microsoft" is a portmanteau of "microcomputer" and "software". Microsoft is ranked No. 30 in the 2018 Fortune 500 rankings of the largest United States corporations by total revenue.

Job Role and Responsibilities :

- Maintenance support includes solving the service request raised by the end user by providing effective solutions for business within the time frame agreed upon in the SLA
- Working on priority tickets.
- Handling Tickets on Day-to-Day business
- Interactions with cross Functional consultants
- ALE/ IDOCs monitoring and reprocessing.
- Handling of EDI messages (Inbound and Outbound)
- Handling of Master Data (Customer data, customer information data, condition Records, partner profile maintenance)
- Monitoring the failed invoice which are not posted to accounting and providing the resolution steps to user.

- Monitoring the Jobs.
- Preparing the revenue deck during the Q-ends.
- Support of SAP MM and SD.
- Working in 24/7 Process.

Technical Skills:

Application Package/Tools : Citix, DOS, SAP SD, ICAP
Operating System & Packages : Windows 10, DTP
SAP : Sales and Distribution (**SD**)

Personal Profile:

DOB : 24 January 1985

Nationality : Indian

Marital Status : Single

Languages Known : English, Hindi, and Telugu

Declaration:

I hereby declare that the information furnished above is the true to the best of my knowledge and if given an opportunity will serve to the best of my abilities in your esteemed organization.

Yours faithfully.

A.Balaswamy.