

# CURRICULUM VITAE

**Name : Hemalatha BA**

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## Professional Objectives

Seeking challenging assignments in a reputed, growth oriented organization to enhance my career growth with my experience and dedication.

- ❖ Worked with **ICICI Bank Ltd.** as **Senior Executive Officer**, in M G Road, Bangalore (from 2006 to 2007)
- ❖ Worked with **Infosys BPO Ltd.** as **Senior Process Specialist**(Client Designation in Circuit Inventory Analyst team), in Bangalore for the client **Orange Business Services**(from 2009 to 2012)
- ❖ Working as Teacher in **Janani Vidya Mandira**(from June 2014)

## Organisational Objectives

### Role and responsibilities:

- Handling 5 activities in the CIA team. The activities are DISA Country Cleanse, Geocoding, SRMP, AMIS and SPOC Activities. All the activities include Installation of circuit to Disconnection of the Circuit.
- Handling business as SPOC (Single Point of Contact) for countries like Albania, Morocco, Bahrain, Kuwait and Thailand.
- One of the main functions of a CIA is to ensure that the databases containing circuit information are correctly maintained.
- Accountable for on-time and error-free checks before installation or cancellations of all required service components like leased lines , routers, switches, IP sec box, modems, MTN, etc.
- Processing cessation orders in GOLD and CSD ordering and provisional tools. Also working on various other tools like : NUAR , Putty (Telnet ) ,Lotus Notes, Clarify, AUD, GPM , GINI , DEPOT, Sesam , Fileade Ordering ,Fileade provisioning,OPAS and AMIS
- Performing Circuit validation of unknown categories to maintain Data accurately. To do this, we work closely with CS&O in SESAM (Access circuit provisioning tool), RSND in ECMS (Backbone circuit provisioning tool), Telco Finance Operations in TIV / CIRP (CIRP-Circuit Inventory Reporting Procedure); Billing teams in CUBs (Customer billing tool) and the Carrier (Suppliers) themselves on their invoices to us.
- Meeting / exceeding the targets set by the management pertaining to customer satisfaction like service level agreement e.g. resolving Inaccurate within a month.
- Building long lasting relationship with clients and customers to ensure that Orange becomes the single point of contact for any future business needs.

- Coordinating with teams across the globe as well providing training to new joiners.

### ACHIEVEMENTS

- Won RAMP award for the best performer in productivity and quality in Infosys.
- Won best performer for productivity and quality on engagement continuously for 2 months
- Won Client award for best performer

### CERTIFICATION

1. **T100** : This Training is to provide the basic knowledge about the Telecom Industries. This includes Circuits, Types of Services carrier provides (X.25, ATM, Frame Relay), Nodes, Ports, Circuit speed; Circuit channels (E1 & T1) Switches, Good understanding of OSI Model, TCP/IP protocol and LAN technologies such as Ethernet-CSMA/CDMA, Network, Configuration of Switches & Routers.
2. **Soft Skill Training** – Analytical Skill, Diversity Management, Building Team, Cultural Sensitivity, Planning and Organising, Call Handling skill, Presentation Skill etc.

### CORE COMPETANCIES

- **Diploma in Advanced Accountancy:** MS-DOS, MS – Office, Tally, V-look up skill, Good at Excel short cut keys.
- **Analytical, Logical & Creative Skills**
- **Excellent Communication & People Management.**

### ACADEMIC CREDENTIALS

BSS DIPLOMA IN NURSERY EDUCATION From CEE(Centre for Education & Excellence)

Bachelor of Commerce from B S V P College, Bangalore, and Karnataka affiliated to Bangalore University, in the year 2003.

PUC from Vidya Vardhaka Sangha, Rajaji Nagar, in the year 2000.

SSLC from B S V P School, in the year 1998.

## PERSONAL VITAE

**Father's Name:** Mr. Appaji  
**DOB:** 25<sup>th</sup> February 1983  
**Sex:** Female  
**Nationality:** Indian  
**Marital Status:** Married  
**Languages:** English, Hindi, Kannada  
**Mobile:** 9448503738

### PERMANENT ADDRESS:

**Hemalatha B A**  
# 279, Vishweshwaraiah layout 4<sup>th</sup> Block,  
Ullal main road, Manganahalli cross,  
Bangalore - 560056.

## EXTRAMURAL ACTIVITIES

Actively participating in the Friendly Committee which is implemented only in our engagement and I am the team spec. I am appreciated by my manager and Team Leaders for the work which I am doing in creating friendly environment by co-ordinating with all the employees in the process. I was also Buddy for the new joinees and used to help my Quality Auditor in the Quality work of the team.

## DECLARATION

I hereby declare that all the above given information are true to the best of my knowledge and belief and can be supported by relevant certificates / documents.

Place: Bangalore

Date: 04/12/2014

*Hemalatha B. A*  
**Hemalatha B A**