

Martin. R  
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**OBJECTIVE:**

To working a challenging environment, stimulating career to associate myself and commit to high standard of professional excellence and innovation.

**PROFESSIONALEXPERIENCE:**

CompanyT	: AlrasHotel (2018 to2019)
Position	: Supervisor
CompanyT	: Khostsuper Market (2015 to2017)
PositionT	: Accountant_cashier

**FIRSTSOURCE SOLUTIONS LTD. (01-06-2010 -20-08-2015)**

Designation	: Senior Customer Service Associate
ClientT	: Airtel
DomainT	: Mobility
Work Tools	: MS-Excel, MS-Access, MS-Word, ICRM& Mail & E-bridge.

**PROJECT DESCRIPTION:**

To define a Standard framework for Dunning of Postpaid Customers.  
Dunning Conducted from the time the Customer's bill is generated till the time he  
Makes the payment or gets churned out of the system due to nonpayment.

**RESPONSIBILITIES:**

- Maintain the Customers Billing Accounts.
- Identify the right Customer to Barr.
- Analyze the Customer's details using the application CRM.
- Circulating MIS to the Management on daily basis.
- Working on the Client request.
- Interacting with the client through email and calls.
- Adhere to Timeline and SLAs.
- Responsible for achieve the team targets.

**ACHIVEMENTS:**

- Won Punctuality Award for the Attendance.
- Created Batch files for the Soft Automation.
- Won the Star performer award for the process.
- Handled client Queries effectively and solved the issues.
- Created Macros in MS-Excel for process simplification.
- Got many appreciations from client and supervisor.
- Continues learning in assigned project helped me to create an order form and Checklist in excel for quality purpose and same has been accepted by the client.

**TECHNICAL SKILLS:**

Operating Systems : Windows98, 2000/03, XP.  
RDBMS : MS Access, MS Excel  
Technical Qualification : HDCA, Diploma Safety Engineer.

**PERSONALDETAILS:**

Father's NameT : M. Rajendran  
Date of BirthT : 21-05-1989  
AgeT : 30  
SexT : Male  
Marital StatusT : Married  
NationalityT : Indian  
Language Known : English, Tamil, & Hindi.  
Permanent AddressT : No. 3/209C, Bishmillah Nagar,  
2<sup>nd</sup> Street, Vettuvankeni, Chennai-600115.

**DECLARATION**

I declare that all the information given above is true to my knowledge.

R. Martin  
Place: Dubai  
Date