Curriculum Vitae

**George J Michael**

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**Professional Profile**

A competent professional with more than15 years’ experience in the Corporate World and have performed well in various roles in backend operations. Act as a customer co-coordinator and team leader with effective communication having excellent team management and client serving skills.

**Employment Timeline:**

|  |  |
| --- | --- |
| **Employment With** | **Time line** |
| **ECLERX Services Ltd** | **March’ 11 to July’20- 9 Years** |
| **WNS Global Services** | **February’05 to March’11 -6 Years** |
| **Excellent Project (I) Pvt. Limited** | **April’04 to Jan’05 -10 months** |

**Career Highlights**

**Worked with ECLERX Services Ltd. (Digital Marketing Analysis) as a Senior Analyst – ( March’ 2011 –July’ 2020)**

**Job Profile:**

* Core experience in Business Management Information System (MIS Reports)
* Ownership of tasks and deliverables as per client requirement.
* Independently handled Client process and act as a point of contact on behalf of organization.
* Automation of Reports, Formulating standard operating procedures
* Design and Create excel based executive dashboards for business analysis
* Data Analytics based on Analytics tools to improve traffic and increase revenue through various web channels
* Worked with IBM support team as a SME for client’s deliverable
* Daily Meet with Team for timely delivery of MIS
* Handling client call regarding issues and status.
* Pivotal in process improvement - Displayed skills in achieving process improvement and time reduction in preparing analytical reports.
* Business Reporting, Competitor analysis, Market Research, designed KPI report dashboard for client, SEO reports to analyze their search terms performance.
* Executing various daily, weekly and Monthly MIS reporting for international clients.

**Achievements:**

* Designed dashboards by understanding the client’s requirement. Quick understanding of client’s requirement and providing the adhoc requirement as and when required within stipulated timeline.
* Appreciated by clients several time for excellent delivery of client adhocs. Have been awarded thrice with spot reward and BPI (Business Process Improvement) Award from eClerx for process improvements and meeting the clients SLA.
* Awarded as a Best Performer for excellence in work.

**Skill Set**

* Advanced Excel/Word 2007/2010 (Functions + Pivots+ VBA Macros), PowerPoint.
* Excellent Email communication
* Expert in Dashboard Report Automation
* **Application Knowledge**
* Google analytics 360 ,
* IBM,
* Power Review Tool ,
* Rich Relevance,
* Hitwise tool,

**Worked with WNS GLOBAL SERVICES PVT. LTD. (Accounts Payable -British Airways) as Quality Lead Coach – ( February’ 2005 –March’ 2011)**

**Job Profile:**

* Data Capturing of invoices of British Airways Vendors located in UK and US within the turnaround time.
* Resolving the queries and providing feedback to suppliers as well as clients.
* Responsible for timely payments of British Airways Vendors.
* Responsible for all the quality checking including internal operational and external client reporting.
* Responsible for the Quality checks to be carried over on the invoices processed by the staff & achieve highest level of accuracy.
* Responsible for all operational issues with all queues handled also helped staff with required training on the process.
* Trained on resolving Supplier queries and resolve queries of Staff Data capturing the invoices effectively & efficiently.
* Identified process improvement initiatives and define standards for new processes to reduce error.
* Invited United kingdom (London) British airways corporate office at waterside in Sep’07 for further training and new assignments.

**Achievements:**

* Awarded “Star of the Quarter- Best-Performance” for highest balances moved in the portfolio for the consistent performance with outstanding and exceeding expectations over the last one-year & reducing backlog for the team within short duration.
* Multiple time Awarded as “Star of the Quarter-Quality” for the work to be carried out as Quality assurance successfully. To reduce the error percentage & increase the productivity of the staff responsible & meet the target

**Application Knowledge**

* POPL
* Supplier Account Maintenance

**Past Experience Profile:**

* **Worked from date Apr 2004 with “Excellent Project (I) Pvt. Limited”** A company dealing with infrastructure development projects in a capacity of administration and Accounts The job responsibility includes :
* Liaising with different Developmental heads and government Official to ensure a steady working activity across the Company.
* Handling Stores department independently.
* Handling supplier payments and reconciliation.
* Instructing workers as per project requirement.
* Responsible for calculating attendance and processing payroll.
* **Working from Oct2003 will “Cipla a leading company in the pharmaceutical industry in a capacity of supervisor.**

The job responsibility included monitoring and evaluating subordinates and Stressing on productive output.

**Personal Details:**

* **Date of Birth:** 26th October1981
* **Educational Qualification:** Graduated in Commerce ( TYBCOM) from Mumbai University
* **Languages Known**: English /Hindi/Marathi
* **Marital Status** : Married

I confirm that the information furnish above is true and best of my knowledge

Date: George J Michael