RESUME

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Bangalore- 560078.

Objective

 To position myself in an Esteemed Organization in a Responsible Position where my Knowledge and Skills are maximally utilized with unstrained vertical growth, ensuring credible Performance, which leads to reputation on high pedestal.

**Professional Summary**

Started my career in **KFC** (Kentucky Fried Chicken) as cash counter **Sales executive** to support my education and I joined **Accenture HR Services** as **Senior Process Associate** for over 1 year**,** then switched to **Mach INDIA Pvt Ltd** as a **SrProject manager** and currentlyworking with Technicolor PVT LTD and accumulating a total of over 7 years and more experience as a full timer. As a freelancer currently working with Digicaptions(Deluxe PVT LTD) for over 3 years.

**Freelancer Experiance**

**Details**:

Current Organization : Digications

Client : Sony, Weinstein, Fox

Duration : August 2012 – Till Date

Job description : Translator/Proofreader

**Main Duties**

* Translating from English into the required (Telugu) native language
* Proofreading and editing client-provided materials
* Conforming existing scripts/subtitle files to particular specifications of various clients
* Follow ethical codes that protect the confidentiality of information
* Identify resolve conflicts related to the meanings of words, concepts, practices, or behaviors
* Proofread, edit, and also revise translated materials
* Check translations of technical terms as well as terminology to make sure that they are accurate remain consistent throughout translation revisions
* Refer to reference materials, like dictionaries, lexicons, encyclopedias, and also computerized terminology banks, as needed to make sure translation accuracy
* Compile terminology information to be used in translations, including technical terms like those for legal or medical material
* Listen to speakers statements to define meanings to prepare translations, using electronic listening systems as necessary
* Check original texts or confer with authors to make sure that translations retain the content, meaning, and also feeling of the original material
* Compile information on content as well as context of information to be translated on intended audience
* Discuss translation requirements with clients determine any fees to be charged for services provided
* Adapt software as well as accompanying technical documents to another language culture
* Train supervise other translators or interpreters

**Full time Experiance**

**Details**:

Current Organization : Technicolor PVT LTD

Client : Sony, Weinstein, E one

Duration : August 2011 – Till Date

Job description : Account manager

**Summary Account Management**

The primary role of an AM would be being single point of Contact between offshore offices, production departments and higher management. Responsible for Planning and execution of different projects for Clients and handing entire billing for Sony (SPHE) titles. Communicate regularly with client regarding project performance metrics. Initiate corrective action process as needed. Create policies and procedures to improve quality of deliverables in the future. Ensure deliverable due dates are reached on time and within budget.

**Account Manager (Client Management):**

Job function: Primary function is working with Clients to identify their needs and work out how the company can best meet those requirements, thereby retaining the Clients and ensuring that the Client does not decide to place business elsewhere. Instrumental in the daily operations of the Production team and have substantial interaction with Clients with the goal of maintaining the company's existing relationship with the Client

• Handle the day-to-day operations of Client accounts on assigned projects

• Manage, assign and co-ordinate cross-functional teams on a project basis

• Collaborate with the Clients to forecast the projects in addition to scoping, pricing and scheduling of new projects

• Co-ordinate Production teams to produce results and ensuring projects are on schedule and on budget while keeping an eye on the overall quality of work related to Client projects

**Asset Technician (Account Management):**

Job function: Primary function is working with Account Managers to make notes of their needs and work out with the team and get the best of those requirements, Instrumental in the daily operations of the Production team and have substantial interaction to achieve the goal for maintaining the company's existing Clients.

• Acquiring the Projects (titles)

• Coordinating with Account Managers and various dept. to get the entire asset required for the project

• Coordinating with various departments to maintain smooth flow of project

• Issue Verification and resolution

• Understanding the project well in advance and planning for the requirements

• Handle the day-to-day operations of Client accounts on assigned projects

• Coordinating, forecasting and scheduling of new projects in collaboration with the Managers

• Communicate proactively with Clients regarding any change in scope, timelines, resource requirements or other issues

• Prepares reports, analyzing and interpreting results to improve overall performance on a weekly and monthly basis

• Organizing meetings with the Technical Teams by providing substantial information in relation to the projects Achievements:

• Subject Matter Expert for Weinstein, Sony, E one

• Won best performer award for 3 consecutive quarters

• Lead for Sony (SPHE) and for entire Sony billing

• Helped In the setting up of a project management system “Navigator” - as a Lead Tester

• Have handled various projects for and on behalf of above given Clients. Few of the important projects handled by us: Real Steel, Pocahontas, The Muppets, Shrek, Pirates Of the Caribbean, Megamind, True Blood Series and many more.

**MACH INDIA PVT LTD**

Organization : MACH INDIA PVT LTD (Mach Teledata Pvt Ltd )

Client : All Telecom Operators worldwide

Duration : June 2006 – June 2011

Job description : Sr Project manager and END 2 END

MACH supports clients worldwide within the fields of international roaming, advanced data clearing, financial clearing and settlement, WLAN roaming and Interconnect

• Major Indian clients handled are Hutch Group, Bharti Group, MTNL, Reliance and BSNL and over 450 major International Clients

• The major task is to monitor the health of systems, file flow and all processes in MDS system, being a first level support for all application issues on MDS.

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**Role Description**

•Primary function is responsibility for the day-to-day management of assigned client account(s).

• Substantial interaction with clients.

•Working with the Client Services and Production teams, develops requirements, documentation and production orders for assigned projects.

• Ensure the needs of each unique client are understood and supported.

• Handle the day-to-day operations of client accounts on assigned projects
• Conduct and/or attend all studio and project-specific meetings
• Coordinate cross-functional account teams on a project basis
• Collaborate with Production to produce outstanding results and ensuring projects are on schedule and on budget while keeping an eye on the overall quality of work related to client projects;
• Coordinate forecasting, scoping, pricing and scheduling of new projects in collaboration with the client.
• Coordinate and keeps track of all approvals with clients
• Communicate proactively with clients regarding any change in scope, timelines, resource requirements or other issues.
• Prepare reports, analyze and interpret results to improve overall performance on a weekly and monthly basis.

As a Senior Project manager in the Transfer Account Procedure (TAP) / Return Account Procedure (RAP) department, my responsibilities include:

* Analyzing and clearing TAP/RAP file errors as per GSM standards.
* Interacting with Change, Problem, Incident management & Client Support teams.
* Verification and updating of Roaming Agreements between various operators to ensure smooth transition from Test mode to Production mode as AA14 GSM documents.
* This team is interface between system, database, change management and Support team
* Assistance in File movement and working with the Operation and Surveillance in monitoring of health of systems, file flow and all processes in MDS system, being an first level support for all application issues on MDS.
* All data is validated and converted to and from any known TAP format defined by the client and its roaming partners. The ability to return erroneous call records (the Rejects and Returns process) is fully supported and is operated in accordance with the industry requirements set by GSM Association.
* Making the client's aware of the most common technical errors in TAPOUT files, hence reducing the risk of lost revenue, and offering proactive help in solving billing system problems is the main motive of this team.
* The job involves monitoring flow of data from servers from other clearing houses and operators. Documentation of the all the analysis and support details, disputing of files with other telecom operators regarding if the data format as per the GSM rules and regulations.
* Verification of Roaming Agreements between various operators to ensure smooth transition from Test mode to Production mode as AA14 GSM documents.

**Additional responsibility:**

* Updating the procedures in the Help repository for RAP and TAP file handling on various errors and critical issues
* Training team members on TAP/RAP disputes and client handling
* Communicating with other DCH on behalf of MACH. This involves taking action on RAP dispute mails from other DCHs by proper investigation, and if required communicating with internal departments for processing the files.
* Providing feedback to the other DCHs on Outstanding File Reports (OFR)

**Accenture**

**Project: Buffalo-US**

Duration : **December 2004 – June 2006**.

Role Description : As a Subject matter expert with Accenture HR Services - US,

* Process documents received through File Bound
* Meeting the SLA & TATs for the clients on a Daily as per the schedule
* Maintaining the Quality of 99.5%
* Following the Escalation Matrix to bring issues to the notice of the TL/Supervisor at appropriate time
* Ensuring adequate backup support is available for one's process and keeping one's back-up informed of deliverables
* Expertise in the Process knowledge for all the clients & taking initiative to get cross functional training
* Timely updating of the Client User Guides - whenever applicable
* High speed, accurate data entry of documents in Infinium.
* Update proper reports when required.
* Organize work flows associated with highly visible documents
* Handle non-routine issues; escalate to management issues that cannot be resolved.
* Maintain Quality Standards for DE / S & U / DD & PP / VOE

 Work extra hours if required to complete Client Targets.

**Skills**

Customer Service

Back Office Processing

Data Entry

Decision Making

SQL

Unix

\* A patient listener who fully focuses on speakers and understands variety of accents.

\* Organized and detailed-oriented, knack for understanding procedures and logistics.

\* Strong skills in time management prioritizing tasks and meeting deadlines.

**Educational Qualification**

Bachelor Degree

 Bachelor of Computer Applications; Sri Krishnadevaraya University.

HSC (12th)

 Board: Board of Intermediate Education, A.P.

SSC (10th)

 Board: Board of Secondary Education, A.P

**Personal Details**:

Date of Birth : 01-18-1982

Gender : Male

Martial Status : Married

Nationality : Indian

Date:

Place: Bangalore Krishna Chaitanya. j