

## DILLIP KUMAR BEHERA

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### Objective

Being a committed team player, want to be a part of renowned organization, to contribute towards the growth of the organization, based on my expertise and to further my personal capabilities by learning from the new exposure within the structured framework of organization .

### Work Experience

Supreme Industries Ltd.

Duration :- Sept 2020 to April 2023

Designation: - SAP Operator

Industry type :- Plastic production and manufacturing .

Working mode- Operation

Shift - rotational

Role and responsibility :As stand fro SAP operator was doing shift wise production entry in live mode .

maintain target oriented production report , was following production planning for next day along with maintain essential requirements material availability status (as per link with production department and store )

time to time report to manager and was doing accordingly . shift and day wise production report along with maintain audit every month .

### Alliances Galore

Duration: From March to May 2016

Designation: Acquisition Executive

Industry type: Marketing Promotion

Working Mode: Operation

Shift: General

Role and Responsibility:

Follow up Database given by organization

Making cold calling , as per calling description fixed appointment and meet the clients .

\*Worked for AXIS Bank QR Code digital payment option promoting to retailer /distributors across Bangalore

\*Worked for Dinning program for 3 star Hotels across Bangalore .

### Futuristic Giga Tech Pvt Ltd

Duration: May 2014 to Dec 2014

Designation: AR Trainee

Industry type: KPO/Healthcare solution

Working Mode: 50 % Operation 50% Voice

Shift : US Shift (06pm to 02 am)

Role and Responsibility:

Making call to insurance company in USA, regarding on claim status

Follow up with Insurance companies to understand status of claims . Follow up done by database as given by company through outbound calls.

Based on Information received from the Insurances Company /TPA, make necessary correction to the claim and re-file corrected claim to the insurance company/TPA

In case the claim has already been paid by the insurances company , rewquest insurance company /TPA to send EOB(Explanation of Benefits) through fax/mail

Foiwe Info Global Solution LLP  
 Duration: 2011 Sept to 2013 October  
 Designation: Web Admin  
 Industry Type: IT & Consulting  
 Working Mode: (75 % Operation 25% voice )  
 Shift:--- Rotational shift

**Role and Responsibility:**

Worked for two social networking site TWOO.COM/PHOTOSPY.COM  
 Moderating, Analyzing on both sites .  
 Worked with maintain SLA.  
 Providing details report to Client in live mode through in chat/email  
 For anything error or resolving, reporting by phone

**Conversation domain skills**

- \*Deal with International & National customers at all levels via telephone and email to ensure successful communication and customer delight ☑Excellent Problems solving skills, organization skills & communication skill
- \*Handling complaints in a diplomatic way
- \*Able to respond and adapt to the needs of all customers

**Professional Efficiencies**

- \*Soft spoken, debonair and disciplined
- \*Pleasing personality.
- \*Diligent , target -centric and result oriented .

**Technical Skill**

OS: Windows XP/07/08  
 Application: MS Office 2000 to 2010 including front page  
 DBMS: SQL 2000 Server  
 Programming Languages: C++, Java, .NET

**Certification**

CEC (Certificate Effective Communication )  
 At NIIT Uniqua Bhubaneswar Odisha 2011.

**Academic Qualification :**

Course	Passed year	Institution/college	Board/University	Grade
GNIIT (Software Engr)	2012	NIIT Residency road	NIIT	B
B.A in Anthropology	2008	K.K (A) College, Berhampur	Berhampur University	B
Intermediate in Arts	2005	R.Sc College, Berhampur	CHSE Odisha	B
10 <sup>th</sup>	2002	M.V.P Surala	BSE Odisha	C

Personal Details:

Date Of Birth : 15<sup>th</sup> Feb 1987

Linguistic proficiency : English/Hindi & Oriya

Nationality : Indian

Religion: Hindu

Marital status: Single

Address

Resident at 4<sup>th</sup> cross, 9<sup>th</sup> main ,1<sup>st</sup> stage BTM Layout, Bangalore -560029

Native at At/po- Surala, Ganjam-District, State: Odisha-761009

Hobbies: spends time with Friends, reading Books & playing Cricket

Declaration :

I here by declare that the above particulars are true and correct to the best of my knowledge and belief and in the event of any information being found false or incorrect , my candidature will be liable to be cancelled .

Date:

Place:

*(Dillip kumar Behera)*