

**Manjunath Ishwar Dematti**  
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## **CAREER OBJECTIVE**

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To obtain a position that will enable me to use my strong organizational skills, good educational background, and ability to work well with people.

## **EDUCATION**

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Course	Institute	Year of passing	Percentage
MCA	VTU	2017	65.26
BCA	Karnataka University Dharwad.	2014	66.15
PUC	Department of Pre university Education Board.	2011	57
SSLC	Karnataka Secondary Education Examination board.	2009	73.60

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## **PROFESSIONAL EXPERIENCE**

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Company : Convergys Services India Pvt Ltd.  
Designation : Customer Service Associate L2  
Duration : 10<sup>th</sup> Nov 2017 to till date  
Project : NetApp – Service Contract Administration (SCA)  
Project Designation : Service Entitlement Specialist 3 (Sr. Agent)

## **ROLES AND RESPONSIBILITIES**

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- o Ensuring accurate customer installed base data across all tools
- o Responsible for maintaining customer Order, master data and Installed Base/Contract/Licensing records across different platforms such as SAP CRM, Oracle ERP and Business Analytics tools
- o Fixing discrepancies in the IB data directly or through cross functional teams such as the ERP team, OM Help Team, SAP Helpdesk team, Licensing team or relevant Product Managers
- o Provide guidance to customer as a single point of contact regarding all products and requirements related to Service Entitlement, licensing, Software and technical queries.
- o Creation and update of service contracts and creating Licenses for specific products as required directly or reaching out to the relevant cross functional teams such as the ERP team, OM Team, SAP Core team, Licensing team or relevant Product Managers etc.
- o Resolving billing issues of Licenses, contract, and warranties
- o Provide business intelligence through data analysis.
- o Extract various report and perform per audits to meet the SLA.
- o Escalation Handling
- o NetApp Support Site Administration
- o Initiatives – Floor Support, Pre- Auditing L1 team Registration cases, Cases Tracker report submission, handling projects (ASP mismatch, CMAT).

## **SKILL SET**

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Tools: SAP CRM 5.2, 7, Oracle IB (Install Base), Oracle 11i, EBI, Smart solve, PDB, Outlook, MS Excel (Advanced).

## **STRENGTH**

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Team work, Self-dependent and Honest

## **PERSONAL PROFILE**

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Name : Manjunath I. Dematti  
Father Name : Ishwar Dematti  
Mother Name : Suma I. Dematti  
Nationality : Indian  
Date of Birth : 3<sup>rd</sup> May 1993  
Hobbies : Drawing, Painting, Clay Modeling, Wood Carving  
Languages Known : English, Hindi and Kannada

## **HOBBIES**

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Drawing, Portrait painting, clay modeling, wood carving

## **DECLARATION**

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"I hereby declare that the above information is true to the best of my knowledge and belief."

Place – Bengaluru

Manjunath Ishwar Dematti