

## Divya Raghu



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**Seeking opportunity in business operations related work with my ability to make an effective contribution to the growth oriented organization.**

### HIGHLIGHTS

- ✎ **5+ years of Business-Relationship management experience** in Reporting and Financial Analysis handling top, corporate-level clients.
- ✎ Highly appreciated by internal & external clients for **ability to assess a customer's business problem and recommend appropriate solutions, domain knowledge, building trust** and leading diverse teams to solve customer problems across multiple internal and external constituents
- ✎ Disciplined and self-directed with a strong work ethic. Good communication, interpersonal and presentation skills.
- ✎ Ability to work in a dynamic work environment, optimistic, flexible, good team player, effective communication skills, sincere and committed.

### PROFESSIONAL CERTIFICATIONS & ACHIEVEMENTS

- ❑ Have initiated and completed **Process Improvement** Projects within IBM which has been appreciated and acknowledged by clients & the leadership team of GPS.
- ❑ Certified with IBM GPS Lean **Six-Sigma Yellow Belt**
- ❑ Had a privilege to **receive cash reward** from client directly as token of appreciation.
- ❑ **Awarded Top Talent of the year 2011, 2012 & 2013**
- ❑ **Rewarded top performer** for the first & Second quarter 2012. **Star Performer** for Q1 2013, Q3 2013 & Q4 2013. **Rewarded 'Top Collector'** of the month for 6 months & **Star Performer** for 2 quarters in 2008

### ACADEMIA

- ❑ Graduation in **B.Com (Commerce)** from Bangalore University in the year 1999.

### CAREER DEVELOPMENT

**Dec '06 – Sep '14**      **IBM**      **Asst. Manager – Business Analytics**  
IBM India, Bangalore, India

#### **Business Analysis & Operations team:**

- ❑ Managing a team of Business Advisors handling Pre Contract Work (PCW) for Europe
- ❑ Responsible for qualitative analysis by the team, meeting the team deliverables on time with quality.
- ❑ Help team members in their career pathing & grooming them to next level.
- ❑ Also a Business Advisor to the Europe GBS leadership team & PCW SME
- ❑ Responsible for delivering Weekly PCW updates to the COO of five sectors of GBS Europe



- ☐ Preparation of the PCW sales cadence report using the revenue and GP numbers to the leadership team of Europe. Creation and presentation of the Operating Team deck for the leadership team.
- ☐ Monthly presentation of Business Unit Review for the COO of Europe providing him and his team the monthly PCW performance of GBS Europe.
- ☐ Best practices, recommendations for systems enhancements, business process improvements, and other relevant initiatives. Provide data and analysis to support responses to ad-hoc requests.

**Team Lead Project Management Team:**

- ☐ As PMA handled end to end activities of a project, right from the signing of the contract to its closure. Managing the finances of the contract which includes setting up a baseline tracker based on the approved plan, forecasting, updating the actuals, billing, reconciliation of ledgers, raising carts to set up a Purchase order for third party resources. Monitoring third party cost & billing.
- ☐ Attending monthly Delivery Excellence calls & DSO calls with Project Managers & Sector BOMs. Monitoring the performance of the contract & fixing the concerns if there is any deviation from the approved plan.
- ☐ Active initiative taken to arrange for knowledge sharing session for the team wherein each team member takes a session on any specific task done by them which would help others to apply on their projects.

**Joined IBM as a part of LTSB Banking collection team:**

- ☐ Started as Customer Service Executive as collection agent handled Inbound calls effectively, providing concise advice, negotiating payments & meeting productivity targets & SLA's with consistency

**Sept'05 – Sept'06**

**AVIVA 24/7**

**Sales Advisor**

- ☐ Licensed by Financial Services Commission of Ontario to sell general insurance in Canada.
- ☐ Responsible for underwriting and binding automobile and property insurance policies based on the guidelines of Scottish and York.
- ☐ Processed fax & email request of customers.

**OCT'04 – Sept'05**

**AMERICA ONLINE**

**Senior Customer Care Consultant**

- ☐ Handled customer calls related to cancellation & was responsible for solving their concerns and retaining them. Provided feedback and collated information on specific cases. Prepared and updated reports about team and team members

**Jul'99 – Sept'04**

**AHILANDAM & ASSOCIATES**

**Senior Accounts Assistant**

- ☐ Prepared & Audited Accounts of Sole Proprietary concerns, Partnership firms & Trading Companies. Audited accounts of Software Companies, Nationalized Banks & Public sector Companies. Undertook stock taking & gave tips for inventory control. Computed & Filed Income-Tax and Sales Tax Returns for clients.

**IT SKILLS**

- ☐ MS – Office (Word, Excel, PowerPoint).
- ☐ Brio (front end)

**PERSONAL VITAE**

Languages Known : English, Kannada, Malayalam, Hindi and Tamil.  
Interest & Hobbies : Listening to music.

  
(Divya Raghu)



# ಬೆಂಗಳೂರು ವಿಶ್ವವಿದ್ಯಾಲಯ Bangalore University

certifies that

*Divya P D*

ಅವರು

*has been duly admitted to the Degree of*

ಬ್ಯಾಚುಲರ್ ಆಫ್ ಕಾಮರ್ಸ್  
Bachelor of Commerce

ಪದವಿಗೆ ಅಗತ್ಯವಾದ ಅರ್ಹತೆಗಳನ್ನು ಪೂರೈಸಿರುವುದು ಪರಿಗಣಿತವಾಗಿರುವ ಕಾರಣ  
*in recognition of the fulfilment of requirements*  
ಮೇಲೆ ಕಾಣಿಸಿದ ಪದವಿಗೆ ಅವರನ್ನು ಅಂಗೀಕರಿಸಲಾಗಿದೆ. ಆ ಪದವಿಯ ವಿವರಗಳು ಹೀಗಿವೆ :  
*for the said degree as follows :*

ಪರೀಕ್ಷೆಯ ವರ್ಷ..... *April 1999*  
*Year of Examination :*

ಅಧ್ಯಯನದ ವಿಷಯ..... *Principles of Auditing, Income Tax Law, Cost Accounting & Management Accounting*  
*Subjects :*

ಪಡೆದ ವರ್ಗ..... *First*  
*Class :*



ವಿಶ್ವವಿದ್ಯಾಲಯದ ಅಧಿಕಾರ ಮುದ್ರೆಯೊಡನೆ ನೀಡಲಾಗಿದೆ  
*Given under the seal of the University*



ಬೆಂಗಳೂರು  
Bangalore

ದಿನಾಂಕ  
Date 07.03.2000



ಕುಲಪತಿ  
Vice-Chancellor





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## **Relieving Letter**

**Date: 14/10/2014**

**DIVYA DIVAKARAN PULLUVEETIL  
EMP No: 08380R744**

**Dear DIVYA DIVAKARAN PULLUVEETIL,**

We wish to inform you that your resignation has been accepted and you have been relieved from our services with effect from the close of the business hours of **24/09/2014** (DD/MM/YYYY).

We wish you success in your future endeavours.

**Yours Cordially  
For IBM India Private Limited**

**Saju J. Pynummootil  
Offboarding Delivery Leader**

This is a system-generated letter and has been sent to the employee in electronic form

Registered Office : Subramanya Arcade, No. 12, Bannerghatta Main Road, Bangalore - 560 029.



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Date: 14/10/2014

Emp Name: DIVYA DIVAKARAN PULLUVEETIL  
EMP No: 08380R744

**TO WHOMSOEVER IT MAY CONCERN**

This is to certify that **DIVYA DIVAKARAN PULLUVEETIL** was employed with us from **01/01/2014** (DD/MM/YYYY) to **24/09/2014** (DD/MM/YYYY). At the time of leaving the company she was designated as **Fin & Admin Delivery Team Leader**.

**DIVYA DIVAKARAN PULLUVEETIL** joined us as a result of transfer from **IBM Daksh Pvt Ltd** on **01/01/2014** (DD/MM/YYYY). Her date of joining **IBM Daksh Pvt Ltd** was **27/12/2006** (DD/MM/YYYY).

Yours Cordially  
For IBM India Private Limited

**Saju J. Pynummootil**  
Offboarding Delivery Leader

This is a system-generated letter and has been sent to the employee in electronic form

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