

Legal Assistant with 12 years of work experience

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CITIZENSHIP: Indian



PROFILE:

A permanent employee of one of the High Courts of India, with a proven record of providing efficient administrative, legal, secretarial and technical service to the judges, counsels and officers of the registry. Previous experience includes four years in Quality Analytics (IT Services and Order Management) and two years in Financial Services (Rebates and Claims).

EXPERTISE:

Administrative and technical support, Customer Service, Quality Analysis and Compliance, Project implementation and Operations, KPI design and IT Service Management.

TRAINING AND CERTIFICATIONS:

- ITIL v3 Foundation Certified.
- Trained in ISO 9001, Six-Sigma and Lean methodologies.

EXPERIENCE:

1. "Judicial Assistant" at Gauhati High Court, Guwahati, Assam, India - Aug 2016 till date.

Responsibilities:

- Filing and scrutiny of cases as per rules of the Indian Judiciary and assisting counsels in filing legal documents (affidavit, submission etc.) in compliance with the policies established by the High Court.
- Provide administrative support to the judges (prepare office notes, send notices, update case records etc.) and list cases for proceedings as per court order or application from counsels.
- Provide technical support to the judges (set up infrastructure for physical/virtual courts, create benches as per roster, prepare cause lists and add/modify case related data in the 'Case Information System'.
- Provide secretarial support to the officers of the registry (implement and monitor programs, set up meetings, prepare and present reports and manage workflow).
- Miscellaneous duties such as participate in recruitment processes, prepare documents related to results, notices, promotion/transfer etc., upload documents on the High Court website.
- Manage case files - ensure proper numbering and stacking, track sent and received files.
- Coordinate appointments, including all correspondence and logistics necessary.

2. "Senior Quality Analyst" at Societe Generale, Bangalore, India - from Mar 2013 till Nov 2013.

Responsibilities:

- Analyze and interpret data and provide in-depth analysis in identifying problems and performance with alternative solutions/recommendations.

- Drive process improvement initiatives and provide relevant quality related training.
- Share best practices followed at different projects and take actions to improve productivity across the Business Line.
- Ensure projects' compliance to defined processes and standards.
- Prepare and present Business Line Dashboards to the management with validated data, Compliance Reports (Internal Audit), Quality training records etc.
- Support the Incident Management teams on Problem Management.

3. "Quality Analyst" at IBM India, Bangalore - from August 2012 till March 2013.

Responsibilities:

- Monitor quality systems which were already in place and ensure high levels of service quality and customer satisfaction.
- Prepare incident/change ticket analysis reports, perform root cause analysis, identify insights and prepare charts/graphs/visual communication materials.
- Problem Management - Trigger investigations based on the ticket analysis, drive the DPP (Defect Prevention Plan) process and implement solutions.
- Ensure transfer of best practices across accounts and service lines, identify, discuss and document lessons learned and contribute to knowledge base.

4. "Quality Analyst" at TE Connectivity, Bangalore, India - from Dec 2009 till July 2012.

Responsibilities:

- Perform risk, compliance and audit related internal assessments for the Americas Team of the Order Management Business Unit.
- Work with Account Management team to understand issues related to delay in order shipments and release of payments.
- Audit transactions based on the performance of team members. Organize regular trainings based on the audit analysis and track post training performance.
- Organize monthly business meetings with the Managers, Team Leads and Account Specialists and project the team's performance and positive/negative aspects.
- Prepare quality and productivity reports and update project documentation.

5. "Senior Associate" at Hewlett Packard (HP) India, Bangalore - from Jan 2008 till Dec 2009.

Responsibilities:

- Process & validate rebate claims, create purchase orders in SAP and release payments for the sales done by the partners.
- Coordinate with Transaction Management Teams regarding claims processing & errors in order placements.
- Solve backlogs (due to incorrect payment terms, wrong invoice, etc) through discussion and follow-up with all the stakeholders.
- Resolve issues with sales team regarding errors in deal agreements.

EDUCATION:

- Masters in Public Administration (MPA) from Indira Gandhi National Open University (IGNOU): June 2017 - June 2019.
 - Bachelor of Computer Applications (BCA) from Bangalore University: August 2004 - July 2007.
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