**Curriculum Vitae**

**Stany**

[**Stany.262838@2freemail.com**](mailto:Stany.262838@2freemail.com)

**Objective**

I am strongly confident that my in-depth academic and professional experience would be great value to your company. It would be great opportunity for me to utilize my skills and talent in the most effective way to achieve results beyond expectations.

**Professional Career**

**NGA Human Resources Info Park Kakanad since 12th Feb 2014 till 16th Nov 2015 (India)**

NorthgateArinso (NGA) is a market-leading global Human Resources services provider offering innovative HR business solutions through HR Technology, HR Outsourcing (HR BPO), and HR Consulting.

**Responsibilities:**

* Independent Sr. Hr Advisor to employees on queries related to HR, Benefits, Payroll and Learning.
* Providing suport in recruiting Employees.
* Gathering employee’s information from SAP applications like People Soft, HR Connect, Success factors, Benefit focus, Employee Central maintaining confidentiality.
* Creating investigation cases and assigning it to the respective teams according to employee’s requests.
* Working on the request placed by the employees and getting the issues resolved within the respective timeline.
* Providing Excellent Customer Service to the employees.
* Giving Process Training for new joiners within the Team.
* Managing the Team in the absence of Managers.
* Creating various reports when requested by the Managers.

**Achievements:**

* Won the NGA Hero Award for Adhering to the NGA Company Policies.

**UST Global Info Park since Oct 22nd 2012 till Dec 23rd 2013** **(India)**

**Responsibilities:**

* Working as Process Associate.
* Providing Customer support and Technical support.
* Taking Inbound Calls and making Outbound calls to the Retailer stores in United States of America and fixing their Computers and Printers remotely.

**RAK Bank Dubai since Jan 2009 till July 2011 as Telesales Executive Then Promoted as Relationship Officer (UAE)**

**Responsibilities:**

* Providing Phone Banking for the Customers.
* Developed qualified leads for the client.
* Selling Insurance Policies.
* Captured customers and corporations information accurately.
* Escalation and follow-up of cases requiring further action.
* Answering calls in a prompt courteous manner.
* Retaining Customers through phone.
* Adhere to latest training and support standards and procedures.
* Verifying and attesting Customer documents.
* Preparing KYC of the Customers for their account opening.
* Opening Zero Balance Accounts for the Customers.
* Doing Cross Sells

**Sutherland Global Service from 2007 Jul to 2008 Dec** as **Call Center Operations Desk Officer (CCOD) (India)**

**Responsibilities:**

* Work with the support team to ensure service level requirements are exceeded.
* Managing breaks for the Agents.
* Managing Logistics for the Agents.
* Other duties included scheduling, data cleansing, event management, and data profiling.

**Skills:**

* Computer Knowledge- Microsoft Office, Internet, word, excel, outlook
* Excellent Customer Service skills
* Excellent interpersonal and Communication skills.
* Enjoy rapport building and Customer interaction.
* Target driven and self-motivated.
* Strong persuasive skills.
* Able to work in a highly dynamic environment and able to multi-task.
* Great Cross Selling skills
* Experience in Citrix, Avaya, CMS, Link.
* Experience in SAP (People Soft, HR Connect, Success factors, Benefit focus, Employee Central)

**Academic Qualification**

|  |  |  |
| --- | --- | --- |
| LEVEL | UNIVERSITY/INSTITUTION | RESULT |
| B.S.C (Maths) | M.G.University, St.Alberts College | 59% |
| Plus Two(Science) | M.G.University,E.M.G.H.S.School | 54% |
| SSLC | Govt.OF Kerala/St.John Debritto School | 63% |

**Additional Qualification**

One year Diploma in Aviation, Hospitality and Travel Management from Frankfinn Institute of Airhostess Training Center.

MBA in Human Resource Management from Bharathiar Institute of Management Studies.

**Summary**

Profile: Male, 32, Married

Nationality: Indian

Languages Known: English, Hindi, Tamil & Malayalam

Driving License: India & UAE

Professional Interests: Human Resources, Banking, Customer Service, Sales &Telemarketing.

**Reference**

Can be provided upon request.

**DECLARATION**

I hereby declare that the above information furnished by me is true and correct to my Knowledge.