**First Name of Application CV No 1644714**

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**CAREER OBJECTIVE**

To support a reputed organization’s management team contributing to Learning & Development, recruitment & selection, human capital development activities production, operation, team management, and grow up with the organization.

**SUMMARY**

* MBA (HR & Marketing) from Srinivasan Engineering College Trichy with 75%.
* 4 Years and 6 Months of experience. I year in Marketing, 1 and 1 month Year in HR & Learning and Development. 2 years and 5 months of experience with a Fortune 300 BPO.
* Part of the extended L&D team of RR Donnelley, Trainer Circle.
* Communication Skill, Oratory Skill, Confidence, Adaptability, Quick Rapport Building Skill, Probing Skill, Listening Skill, Effective Leadership Skill.
* Done a management Project on “A Study on Big Five Traits, Before and After PDP with Special Reference to Srinivasan Engineering College MBA Students” as per MBA final year curriculum.
* General Accounting, P&L & Balance sheet, Cash Flow Statement, IFRS & GAAP, Recruitment & Selection, Training & Development, Advertisement, Sales Force Management and Institutional Recruitment.

**EXPERIENCE**

**Customer Service Associate at RR Donnelley**

**Organization**: RR Donnelley (BPO) **Designation:** Senior Customer Service Associate

**Period**: 2 years and 5months (From 15-05-2013 to 19-10-2015)

**Roles and Responsibilities**:

* Process the annual accounts and annual returns of the clients (organizations) which are both domestic and foreign.
* Processing the accounts in 12 different products within the time frame for each and by meeting the SLA.
* Calling the auditors if there is any discrepancy in the accounts and clearing it.
* Allocating the work to the team accordingly.
* Designing and modifying the training module.
* Giving process training and voice training to the newly joined.
* Conducting soft skill sessions for the newly joined.
* Design modules for the soft skill sessions with the Trainer Circle.
* Design games and activities for the training programs.
* Organizing employee engagement activities within the team and within the organization as a chief fun officer.

**HR & Training Head at Lexicon Training Academy**

**Organization:** Lexicon Training Academy **Designation:** Chief Trainer

**Period**: 1 Year 1 Month (From 01-07-2009 to 31-07-2010)

**Roles and Responsibilities:**

* Design course modules on communicative English and personality development.
* Train the trainers and students and analyzing the performance of them.
* Recruiting candidates for the outbound call centre and training them.
* Recruiting trainers for the organization and analyzing the performance of them.
* Monitoring the performance and quality of the work in the call centre.
* Administration of the organization.
* Giving presentations to the colleges to help the marketing team.

**Field Officer in VASU Healthcare**

**Organization**: VASU Healthcare (Ayurvedic Patent Medicine Company)

**Designation**: Field Officer **Period**: One year (From 01-07-2008 to 31-06-2009)

**Roles and Responsibilities**:

* Visiting Doctors, Retailers and Beauticians According To the Preplanned Monthly Plan, and Explaining The Respective Products and Generate the Prescription.
* Visiting the Retailers and Checking the Stock Level and Take the Order If Necessary.
* Pushing the OTC Products To The Retailers and Beauticians and Generate Sales.
* Visiting The Respective Wholesalers and Checking The Tock Level and Take Order If Necessary.

**EDUCATIONAL QUALIFICATION**

* MBA from Srinivasan Engineering College, Perambalur, Affiliated to ANNA University Chennai, Specialized in HR &Marketing with 75%.
* BBA from OITC Tirurangadi, affiliated to M.G. University Kottayam with 58%.
* +2 in Science group from Tirurangadi Govt. Higher Secondary School with 62% under SCERT.
* S.S.L.C from K.H.M.H.S Valakkulam with 78% under SCERT.

**PROJECTS**

* Done a Social Project on “Cleaning Issues of Parappanangadi Gramma Panchayath” as per BBA 2nd year curriculum.
* Done a Management Project on “Attitude of Dealers towards RUBCO Products” as per BBA final year curriculum.
* Done a Management Project on “A Study on Big Five Traits, Before and After PDP with Special Reference to Srinivasan Engineering College MBA Students” as per MBA final year curriculum.

**STRENGTHS AND WEAKNESSES**

**Strengths:** Communication Skill, Oratory Skill, Probing Skill, Confidence, Quick Rapport Building Skill, Adaptability, Listening Skill, Effective Leadership Skill.

**Weaknesses:** Doesn’t encourage being disturbed in the middle of doing something even if it is of less importance, No fear in expressing opinions openly to anybody.

**AREA OF INTEREST**

Recruitment & Selection, Learning and Development and Institutional Training,

**CO-CURRICULAR ACTIVITIES**

* Finalist in Best Manager Competitions held at Dhanalakshmi Srinivasan Institute of Management and Poondi Pushpam College.
* Participated in Madras Management Association’s ‘The Big Debate’ competition and ‘Chanakya’ -The Master Mind Competition held at MMA House Chennai.
* Students Coordinator of ‘CURA BIVIUM-2K11’, Management Meet Organized By Sreenivasan Engineering College.

**EXTRA CURRICULAR ACTIVITIES**

* Participant in ‘Ashwamedham’, a Reverse Quiz show of Kairali TV and cracked 6 rounds.
* Planned, Designed and Organized A Stress Management Competition, ‘Chakravyuh’ in RR Donnelley for the entry level employees.
* Part of the music Band of RR Donnelley.
* Have been handling the position of Chief Fun Officer.
* Part of the RR Donnelley Theatre Club.
* Won 2nd Prize in Literature Quiz at the Sub-district level.
* Won the ‘Collection King’ Award in the fund collection program conducted by All Kerala Federation of the Blind.

**COMPUTER SKILLS**

* Office Automation.
* Diploma in Audio Video Editing.

**PERSONNEL DETAILS**

**Date of Birth :** 08-04-1988

**Nationality :** Indian

**Mother Tongue :** Malayalam

**Marital Status :** Married

**Hobbies :** Reading, Setting up a home library, Writing.

**Languages known :**

|  |  |  |  |
| --- | --- | --- | --- |
| **LANGUAGE** | **Speak** | **Write** | **Read** |
| **English** | YES | YES | YES |
| **Malayalam** | YES | YES | YES |
| **Hindi** | YES | YES | YES |
| **Tamil** | YES | NO | NO |