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| **First Name of Application CV No 1650192**Whatsapp Mobile: +971504753686 New_logo.gifTo get contact details of this candidate Purchase our CV Database Access on this link.<http://www.gulfjobseeker.com/employer/services/buycvdatabase.php> **Objective**To continue my career with an organization that will utilize my management, supervision and administrative skills to benefit mutual growth and success and to obtain a challenging leadership position applying creative problem solving and fine management skills to achieve optimum utilization of its resources and maximum profits.**Work experience (9 Years)** |
|  | **RR Donnelley India Outsourcing Pvt. Ltd., Chennai, India Feb 2013 – Feb 2014 (1 Year)****Client Manager - Operations*** **Major Initiatives / Achievements:**
	+ - Directly accountable for managing teams of 10 FTES (Full Time Employee) and 2 Team Leaders/Project Co-ordinators.
		- Interacting with Support functions for staffing & scheduling requirements, performance reporting etc.
		- Regular interaction with the client to understand their needs and to come up with a plan of action to implement new goals.
		- Implementing measures to maximize customer satisfaction levels.
		- Managing & monitoring the performance of teams, maintaining Shift Statistics to ensure efficiency in process operations.
		- Determining training needs of employees, conducting suitable training programs to enhance their operational efficiency leading to increase productivity.
		- Periodic review of KPIs (Quality, Utilization and Productivity) and process related documents (BCP docs, Operational records, etc).
		- Ensure 100 % compliance with control criteria related to information security, data privacy, access control etc
		- Conducting one-on-one meetings with the team members every month, managing half – yearly periodic review and yearly appraisal
		- To make necessary changes in staffing based on day of week, high volumes and during other anticipated events
		- Identifying capacity limitations and process problems and bringing about improvements in the same.

**Connectivity Data Systems LLC, Chennai, India Aug 2011 – Oct 2012 (1.2 Years)****Team Leader - Research Operations*** **Major Initiatives / Achievements:**
	+ - Directly accountable for managing team of 35 staff.
		- Manage new migrations as per change control procedure.
		- Conduct trend analysis for projects/resource planning with client.
		- Coordinating in developing, implementing and transitioning processes in-line with guidelines specified by client.
		- Integrating with support functions like Quality, Training, Technology and Compliance & Human Resource.
		- Conducting one-on-one meetings with the team members every month.
		- Manage employee engagement initiatives (skip levels, open doors), rewards and recognition activities for the team.
		- Providing cross training to process associates to handle high volume situations and reduce idle time.
		- Ensuring continuous interaction with the offshore team to make sure that area of concern can be worked upon for improved service levels.
		- Acting as a point of reference and undertaking procedural overviews that optimizes process satisfaction and ensures the delivery of business results.
		- Implementing/allocating targets to individual team members and ensuring successful delivery against plan through ongoing coaching and support.
		- Taking part in offshore calls, monthly target & weekly performance review calls.

**Wizprobe Solutions, Coonoor, India Apr 2006 – July 2011 (5.3 Years)****Team Leader - Operations*** **Major Initiatives / Achievements:**
	+ - Ensure timely and accurate service delivery as per SLA.
		- Managing client escalations (if any).
		- Coordinating across internal teams to ensure process delivery.
		- Manage volumes through peaks and troughs through resource planning.
		- Monitor accuracy and identify control points to avoid future occurrence of errors.
		- Monitor individual productivity and identify process changes to improve productivity (cross training, process changes, automation).
		- Motivate the team and develop effective working relationships with peers and client.
		- Identify, Highlight and provide suggestions to mitigate risks during project lifecycles.
		- Ensure high levels of team engagement.
		- Ensure attrition below the targets (as per defined targets).

**Sherwood Academy, Abu Dhabi, U.A.E Oct 2004 – Mar 2006 (1.5 Years)****Administration Executive*** **Major Initiatives / Achievements:**
	+ - Contribute to the administrative support services and/or management of support staff, including coordination and delegation of relevant activities.
		- To deal with more complex reception/visitor matters.
		- To be the sole point of contact for the parents/students relations.
		- Manage manual and computerised record/information systems and monitor the correct use of the schools records and information systems.
		- Manage administration of facilities including use of school premises.
		- Responsible for promoting and safeguarding the welfare of children within the school.
		- Act as liaison between Administrator, Principal, Teaching staff and Support staff.
		- Manage service contracts, school licences and insurances.
		- Comply with and assist in the development of policies and procedures relating to child protection, security, confidentiality and data protection, reporting all concerns to an appropriate person.
		- To adhere to school policy on equality and diversity.
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| **Education** |
|  | * **2001 – 2004:** Bachelors Degree - B.SC. Hotel Management & Catering Science
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| **Computer Skills*** Microsoft Office – Word, Excel, Acess and PowerPoint
* Microsoft Project, HTML, Website Creation, Internet Search Engines / Research

**Personal Details** |
|  | * **Gender:** Male
* **Date of Birth:** 05th January 1984
* **Languages Known:** English, Malayalam, Tamil, Hindi
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