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| **First Name of Application CV No 1650192**  Whatsapp Mobile: +971504753686  New_logo.gif  To 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. |
| **Education** | |
|  | * **2001 – 2004:** Bachelors Degree - B.SC. Hotel Management & Catering Science |
| **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 |