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**Keen on Managerial Assignments in a Leading Organization.**

**CAREER OUTLINE**



Self-motivated and accomplished professional with 12+ years of experience in total which includes 6**+** years of international exposure in ITES sector and 4+ years of direct experience in Hotel Industry (Bar & Banquets). Possessing valuable insights; keen analysis and team approach; adept in performing in critical situations with strict deadlines and multiple deliverables. Proficient in managing and leading teams for running successful process operations.

**DOMAIN EXPERTISE**



**Operations Management**

* Handling retail outlets and backend / support functions
* Preparing & presenting various weekly/monthly reports pertaining to productivity.
* Maintaining CTQ (Critical to Quality) / CTP (Critical to Process) targets and involved in planning for the process.

**Customer Relationship Management**

* Ensuring continuous interaction with the customer to make sure that area of concern can be worked upon for improved service levels.
* Identifying improvement areas & implementing measures, delivering quality customer service & support and enhancing service level and customer satisfaction.

**Team Management**

* Monitoring team performance, maintaining shift statistics, attaining individual / group targets and ensuring overall efficiency in process operations and customer service delivery.
* Involved in staffing, scheduling, etc. and training members to enhance operational efficiency & productivity.
* Providing direction to team and assisting in improving customer experience.

**Proficiency**

* Intermediate Level in MS Office Skills
* Intermediate level in Creating / Presenting Analytical and Statistical reports
* Excellent Problem Solving Skills
* Excellent Customer and People handling skills
* Good Leadership Qualities

**SUMMARY**



* Worked as **Operations Manager** for **Club** from Mar 2016 to Dec 2016
* Worked as Banquet, Purchase & Stores Manager for **Millennium Friends Recreation Centre** (**Millennium Banquet Hall & DIFF42 Resto-Lounge**) from Oct 2012 to Feb 2016
* Promoted as Team Manager (Operations) for **CSS Corp Pvt. Ltd**., from Aug-2011 to Sep-2012
* Promoted as Team Lead (Operations) for **CSS Corp Pvt. Ltd**., from Jan-2009 to Jul-2011
* Promoted as Subject Matter Expert for **CSS Corp Pvt. Ltd**., Chennai, from Dec-2007 to Jan-2009
* Joined as Application engineer for **Slashsupport India Pvt. Ltd**., Chennai, Dec-2006
* Worked as a Customer Support Representative for **Sutherland Global services**, Chennai
* Worked as a Financial Advisor for **Met Life India Insurance Pvt. Ltd**., Madurai
* Worked as a Marketing Executive for **VIP Associates**, Madurai

**ORGANISATIONAL CONTOUR**



**Operations Manager, Sports & Cultural Club, -Bar (Mar’16 – Dec’16)**

* Lead the pilot team successfully; managed retail sales (Cross/up-selling)
* Handling complete Bar Operations as an SPOC. Maintained 0% attrition in stewarding with an attendance of 95% for the team.
* Ensuring Customer Satisfaction and have a list of reputed & regular customers
* Accountable for the entire customer experience at the outlet; achieved 99% smooth operations
* Reporting head for Stores, Purchase, Crew & Counter
* Creating, Presenting, Maintaining monthly, weekly daily sales reports (Appreciated by the Tax Consultants for the work)
* Maintaining costing reports, so as to ensure no dip in revenue at any given point of time
* Liaising with the kitchen, stewarding, bar and housekeeping teams so as to always maintain a cordial relationship which had a great positive impact on business so far
* SPOC for sales target, had exceeded expectations since the first month and had proposed the extension of unit 2 (Approved; the extension was on progress at the time of relieving)

**Banquet, Purchase & Stores Manager – Millennium Banquet Hall & DIFF42 (Oct’12– Feb’16)**

* + **Banquet Manager**
* Handled Banquet Queries over the phone and in person; achieved a conversion rate of 69% with occupancy rate of 50%/month
* Campaigning for business, quite successful in managing the dates without disappointing customers
* Coordinating with the executive chef and introducing new menu’s; appreciated by 90% of the customers
* Arrangements for the party as per the agenda; following a new mechanism of keeping the customer posted on every single arrangement so as to ensure transparency and avoid last minute changes
* Handled Billing & Payments; liaising with the Finance & Accounts team on discounts and other benefits. Maintained an excellent record on revenue generation with 0% pending payments
* Costing for parties with kitchen team
* Introduced a new system of outsourcing man power for parties from catering institutions and maintained 0% dedicated staffs to cut down cost on monthly salaries
  + **Stores & Purchase Manager**
* Handling Liquor & Dry stores; scheduled myself twice a day without conflicting my other duties such as banquet manager and admin jobs. Was always appreciated by the management for my time management skills
* Receiving of goods even on my absence comparing with the requisitions. Maintained an outstanding record by creating an agenda for the same
* Maintaining the stock; achieved a target of less than 5% wastage/quarter
* Issuing daily requirements for various departments; followed a overnight requesting mechanism and coordinated with different WhatsApp groups for a clear understanding between management and teams.
* Being a medium sized unit, teams were computer illiterate trained them and gradually started Digitizing indents and succeeded in same. Gradually moved from hand written indents to SMS, WhatsApp, Emails and direct software usage. Implemented the same in purchase requisitions and laundry as well.

**Other Duties:**

* Managing the purchase through vendors fortnightly
* Raising purchase indents
* Managing Cash purchases when required
* Alerting of low stock
* Raising GRN
* Managing vendors on cost and other issues
* Handling TASMAC indents
* Managing units as per allotment
* Purchase of domestic and IMFL liquors
  + **Additional Tasks**
* Handling IDS (Hotel Management Software) in full fledge (As per the company’s Requirement); was the SPOC from the organization’s side. Responsible for knowledge sharing for the usage. Ensured knowledge level by conducting assessments which was very much appreciated by the management
* Maintenance of all day to day issues through IDS including roster and attendance.
* Handling basic issues on Network and system related queries; avoided dedicated system admin for cost cutting and took ownership on basic issues and signed a contract for AMC
* Successfully handled the transition of manual payments to electronic payments through Tamil Nadu Customs & Excise website’s online payments. This was later made mandatory by government of Tamil Nadu but we did this well in advance which was mainly appreciated by other Bar owners and management. Extended the help to friendly organizations by transitioning the same for them
* Managing the attendance system
* Creating attendance reports for the payroll team; avoided minor glitches with new methodology of coordinating with the HOD’s to avoid the impact on employee’s salary.
* Maintaining employee records digitally
* Issuance of ID Cards
* Managing the guard and ASO
* Taking care of inward and outward tasks

**TEAM MANAGER – Roxio - Corel for CSS Corp Pvt. Ltd. (Aug’11 – Sep’12)**

* Managing the project on day to day activities. Successfully lead 3 different teams from a remote location. Handled Utah, Manila, Warsaw team from Chennai with an existing team in Chennai itself.
* Reporting to Project / Program Managers from various locations
* SPOC for all Client Transactions on Productivity, Scheduling & Reports
* Collating and addressing product details, queries, issues etc..
* Managed a team of 4 Team Leads with 60+ agents which was the largest team size in the entire organization
* Key recruitment was handled by me; requested management for the same so as to avoid attrition. Was successful with attrition level less than 10% /half year
* Driven client calibration calls and was always on the driver seat for being proactive and enthusiastic
* Created process flows on CSAT surveys & Escalations for modifications which was in a poor shape when it was transitioned to me. The same documents were transitioned to our successor and was used by them.
* Created Training documents; acknowledged and appreciated by the client and was approved & added to the official curriculum
* Was part of a smooth transition during Roxio Spin off ( To Corel from Rovi Corp.); was called an asset for the project by the predecessor and the successor was really happy with the way the project was and offered a job directly which I couldn’t take up due to company norms.
* Had been an administrator during the transition of CRM from Rovi to Corel; Moderator for the complete transition to Sales Force.
* Reworked on ICT, generated and designed Top Volume drivers, Top issue reports which never existed before.
* Lead KB creation Tasks for Roxio Products

**TEAM LEAD – Roxio for CSS Corp Pvt. Ltd. (Nov’10 to Jul’11) Duties as below:**

* Lead the pilot team (Voice / Non-Voice) for Roxio
* SPOC for all Roxio transactions Chennai
* Client interaction regarding product and process is the key role
* Have been a T2 Supervisor for all global centers (Chennai, Manila, Utah & Warsaw)
* SPOC for BBB, AGO & Social Media escalations
* Had handled the maximum team width of 47 members
* Mentored team leads new to process on their roles
* Played a major role in designing operation reports for the project

**TEAM LEAD – RealNetworks & Rhapsody for CSS Corp Pvt. Ltd. (Jan’09 to Nov’10)**

* Overall supervision of the team
* Maintaining team performance and assess team members in responding to calls and within the time frame Instrumental in setting up and streamlining of processes in order to reduce deviation which results in Customer dissatisfaction
* Maintaining daily reports and publishing the same to the team
* Collating and addressing product concerns to the client
* Ensuring corporate decorum, discipline & integrity is being maintained
* Monitoring the calls of the team members on a regular basis and providing them the feedback regarding the call and area to improve
* Taking team huddles, addressing process related concerns and explaining the team about the process
* Conducting one on one with the team members on the weekly achieved metrics Vs. targets set.
* Reporting to the Team Manager

**SUBJECT MATTER EXPERT for CSS Corp Pvt. Ltd. (Dec’07 to Jan’09)**

* Handled un-resolvable issues of first level
* Floor Supervision
* Authorized escalations to senior level support
* Reviewing front liners document on a regular basis & coaching on the same
* Maintained AHT & provided steps to control AHT being a part of work force

**APPLICATION ENGINEER for CSS Corp Pvt. Ltd. (Dec’06 to Dec’07)**

* Frontline support for products RealPlayer, Rhapsody, RealArcade
* Assisting and resolving issues for U.S. customers (RealNetworks)
* Analyzing issues, resolving within support boundaries and escalating calls to higher level

**CUSTOMER SUPPORT REPRESNETATIVE for Sutherland Global services (Sep’06 to Dec’06)**

* Frontline Support for McAfee security software through Online Chat
* Handling billing issues and product queries

**FINANCIAL ADVISOR for MetLife India Pvt. Ltd. (Feb’06 to Aug’06)**

* Selling MetLife insurance policies
* Achieved the Trigger Award and was awarded as the CATALYST for MET100 (Product)

**MARKETING EXECUTIVE for VIP Associates, Madurai. (May’04 to Jan’06)**

* Selling ICICI Prudential policies
* Marketing for ICICI Business cards
* Selling Nokia Mobile Phones at customer’s door step
* Exceeded expectations on sales target almost every month
* Awarded as STAR OF THE MONTH for 21 times competing with an average of 80 agents at a time.

**SCHOLASTICS**



* Completed High School in 1999
* **Bachelor of Arts (Political Science)** from Madurai Kamaraj University (Discontinued).

**IT Skills: Sufficient knowledge with MS Word, MS Excel (Beginner level with all other MS Office applications)**

**PERSONAL DETAILS**



**Date of Birth** : 07-Jun-1984

**Passport #** :Z2397900

**Marital Status** : Married

**Linguistic Proficiency** : Tamil & English (Read, Write & Speak Fluently); Hindi (Beginner Level: Read, Write & Speak)

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