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# objectives

Accomplished senior-level executive with an 11 years track records of successful strategic and tactical leadership within the ITES industry. Adept at defining, leading and driving project operations effectively, through the implementation of several management dynamics including Strategic Execution Plans, Task & Resource Allocation, Team Management, Performance Monitoring / Supervision, Progress Reviews, Training & Development.

# skill highlihts

* + - * + Project Management
        + Leadership
        + Back office operation
        + People Management
        + Document control
        + Creativity and Innovation
        + Training and development
        + Process Improvement
        + Quality Audit
        + Lean Principles
        + ISO procedures

# professional experience

Apr 2011 –Dec 2016 SENIOR EXECUTIVE  
Amnet systems Private Ltd, Chennai, Tamilnadu, India

* + - * + Accountable for Data capturing team, including overall customer satisfaction
        + Analyzing new projects, as per customer specifications, preparing sample outputs before starting the live workflow process.
        + Evaluate production processes for compliance with quality requirements
        + Periodically inspect and calibrate auditing tools
        + Assist in development of audit plans, audit schedules
        + Participate in quality audits
        + Identify processes, situations, where organization is meeting requirements, as well as identify opportunities for improvement
        + Assist audit team in developing audit reports and present audit reports to top management, as needed
        + Assist with follow-up audits, as required
        + Required to develop internal auditing/testing parameters
        + Reports directly to the Quality Manager. Assists and works in conjunction with auditees and other auditors during the course of an internal audit
        + Make Project work by contributing to data collection and analysis efforts. Also improve the process work with every day
        + Take this opportunity to develop leadership skills by facilitating brainstorming sessions and taking the lead on parts of the project
        + Take responsible for providing expertise in deploying Lean and Six Sigma programs and initiatives, and directing teams to achieve desired results using Six Sigma methodologies
        + Supported the analysis, planning, design, implementation and evaluation of key projects to help companies achieve their goals. Using Six Sigma methodology and analytics, accomplish measurable business process improvements
        + Instructed cross-functional teams in adapting to and understanding improvement processes, facilitating Kaizen and Rapid Improvement Events (RIEs), and overseeing process improvement projects
        + Often required to make recommendations, and develop and present formal presentations to senior management

**Preferred Homecare Project**

* + - * + Reduced the Preferred Homecare project processing time from **00:04:00 to 00:03:30**
        + Manpowerhas been utilized efficiently and involved in other projects.
        + Direct cost benefits as result of less utilization effort  
          **Resources Regular & Telescope projects**
        + Improvedthe process consistencies and scheduled the process integrity at both in-house & associates ends
        + Improved the on-time delivery at the client expected level
        + Reduced the E-Resources Regular projects cycle time from 3:17:37 to 1:30:00 hours
        + Reduce the Telescope projects cycle time from 0:30:18 to 0:15:00 hours
        + To improve the Process Sigma from **-0.21 to 0.36** in Regular project and -**0.56 to 1.39** in Telescope projects

Apr 2007–Mar 2011 junior EXECUTIVE  
Amnet systems Private Ltd, Chennai, Tamilnadu, India

* Developed Generic auto TransferTools to deliver the output files
* Improved Time Utilization from 30 minutes to 5 minutes for include the new projects or modify into Auto FTP application
* Development cost has reducedup to 1 Lakhs INR per annum.
* Developed the tool to simplify the tearsheet exception process.
* Improved the Time Utilization from 1 hour to 5 minutes for process tearsheet exception
* FTEs has been minimise from 3 to 1 member to process this exception
* Microsoft License has been saved sincewe have developed the toolworkingUnder Open office

**Pitstop Server Automation**

* Improved the Time Utilization efficiencies from 00:08:49 minutes to 00:07:40 minutes per title
* Reduced the associate price from INR 14.50 to INR 12.50 price per title
* Improved the Quality from 99.34% to 99.50%

**FAED Project TU Assessment**

* Reduced TU efficiencies from 03:00 minutes to 01:30 minutes
* Improved the TU sigma at the minimum significance of 4.00
* Reduced TAT efficiencies from 41.52 hours to 24 hours
* Improved the TAT sigma at the minimum significance of 4.00

Apr 2005 –Mar 2007 quality assurance specialist  
Amnet systems Private Ltd, Chennai, Tamilnadu, India

* Responsible for ensuring a product or service meets the established standards of quality including reliability, usability and performance
* Reviewed the implementation and efficiency of quality and inspection systems
* Plan, conduct and monitor testing and inspection of materials and products to ensure finished product quality
* Document internal audits and other quality assurance activities
* Investigate customer complaints and non-conformance issues
* collect and compile statistical quality data
* Analyze data to identify areas for improvement in the quality system
* Develop, recommend and monitor corrective and preventive actions
* Prepare reports to communicate outcomes of quality activities
* Identify training needs and organize training interventions to meet quality standards
* Coordinate and support on-site audits conducted by external providers
* Evaluate audit findings and implement appropriate corrective actions
* Monitor risk management activities
* Responsible for document management systems
* Reduced the reports generation time from 4 hours to 1 hour
* Reduced the cost of poor quality (COPQ) from the total minutes of 5762 to 1998
* Monthly rework time has been reduced from 960 minutes to 285 minutes which results the cost benefit as well
* Improved the Quality Accuracy Level in Merrill project from 94.88% to 99.99%.i.e. improving 5.11% quality aggregate level

# EDUCATION

2001 – 2003 ms information technology & management  
Madurai KamarajUniversity, Madurai, Tamilnadu, India

1998 – 2001 bsc comuter science   
The American College, Madurai, Tamilnadu, India

# certification

2016 Internal Quality Auditor - ISO certification (ISO 9001:2008)  
 TUV India Pvt Ltd, Mumbai, India

2015 six sigma green belt certification  
Threads of Excellence KnowledgeManagement LLP, Chennai, Tamilnadu, India

# AWARDS

2016 10 YEARS SERVICE COMPLETION AWARD - Amnet systems private ltd

2008 best performer award - Amnet systems private ltd

# software proficiencies

Microsoft Office [Excel, Access, Word, PowerPoint & Visio]

# passport & visa details

Date of Issue : 18/10/2011  
 Date of Expiry : 17/10/2021  
 Place of Issue : Madurai (India)

Visa Status : Visit Visa

# Personal

# Profile

DOB :06-05-1981  
Languages Known :Tamil & English