

**BASHYAM**

[**BASHYAM.348937@2freemail.com**](mailto:BASHYAM.348937@2freemail.com)

**Objective :**

Seeking a Challenging Career in a developing Company with a team atmosphere in any type of field.

**Career Summary :**

* 14 years of Operation Management experience within BPO/KPO industry. Handled Legal Process, Product Testing, Retail Market, Market Research, Financial & Management reporting, Transition / Data Migration, and process Excellence and Sales
* Extended my contribution to Shared Service Center Team

**Career History :**

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| --- | --- | --- |
| **Period** | **Job Title / Organization Title** | **Organization & Location** |
| Dec 2014 – Till Date | Sales Account Manager | Leather Master Upholstery LLC, Al Quoz, Dubai. |
| Sep 2003 – Jan 2014 | Process Manager | HCL Technologies Ltd, Chennai. |
| Feb 2002 – Aug 2003 | Customer Support Executive | M/s. Pamac Financial Services Pvt Ltd, Chennai |

**Career Job Descriptionwith various Departments:**

|  |  |
| --- | --- |
| **Department** | **Job description** |
| Finance | * Preparing Transaction Based pricing for the process. * Preparing Daily Revenue Report & Monthly Billing details * Maintaining the P&L for the process |
| Accounts | * Collection of receivables from client * Preparing budgets for businesses and implement strategies for cost savings * Preparing MIS reports. |
| Operations Management | * Client co-ordination for day to day operations * Allocation of Workflow to meet or exceed service level targets. * Responsible for Improving Service, Quality, Revenue, Customer Satisfaction and Profitability * Trained New Recruits and monitored their progress. * Maintaining the Internal Management Tool to analyze the people performance, Schedule adherence, Total utilization time, Queue allocation, and Reports maintenance. * Preparing Daily Reports and MIS & Sending reports to client. * Coordinate the Reward and Recognition programs as a motivation tool for the team * Defining the process flow & Standard Operating Procedures * Working on Forecasting, Scheduling, and Staffing for week-month basis for the process based on the past months record. |
| Audit | * Process Audit and Implementation of COPC Audit * Implementation of COPC Standards * Implementing new ideas for the process improvement through Kaizen |
| Quality | * One of the panel member in Kaizen Certification Team (implementation of new ideas for process improvement). * Doing Quality check for the team |
| IT & Development | * Part of the Testing Team in identifying bugs in System during new deployment * Domain Expertise Support to HCL Development Team |
| HR & Payroll | * Manpower management – Staffing & recruitment * Maintaining attrition report for the process * Maintaining the team attendance report and OT report * Conducting One-to-One with the team members to identify their training needs and to address their Grievance * Shift Management |
| Admin | * Arrangement of logistic for employees based on their shift timing |
| Sales | * Identifying prospective customer from Hospitals, Hotels, Corporates & Banking Industry * Performing onsite inspection / solution reports to the Customer * Preparing the quotations & scheduling the work with technicians * Materials sourcing from the Market * Collection of Receivables from the clients |
| Compliance & Information Security | * Brand Ambassador for Information Security |

**Academic Credentials :**

* Master of Computer Application (MCA), Madras University.

Bachelor of Commerce (B.Com), R.K.M Vivekananda College,

Madras University.

**Technical Qualification :**

* Packages : Ms Office
* Typewriting in English (higher)

**Work Experience :**

**Period : From Dec 2014 to Till Date**

**Designation :** Sales Manager

**Organization :** Leather Master Reupholstery LLC

**Area :** Re upholstery of furniture

**Process :** Sales

**Period : From April 2014 to May 2014**

**Designation :** Assistant General Manager - Sales

**Organization :** KKK Empire Homes Pvt Ltd

**Area :** Reality Market

**Process :** Sales

**Period : From Sep 2003 to Jan 2014**

**Designation :** Process Manager

**Organization :** HCL Technologies Limited

1. **Area :** Testing

**Process :** Product Testing

1. **Area :** Legal Process

**Process :** Contract Management, Re-mortgage, Sale & Purchase, Property Management & Data Migration

1. **Area :** Market Research

**Process :** Group Cross Reference

1. **Area :** Retail Market

**Process :** Fax order processing

**Period : From Feb 2002 to Aug 2003**

**Designation :** Customer Support Executive

**Organization :** M/s. Pamac Financial Services Pvt Ltd

**Area :** Finance

**Process :** Housing Loan & Personal Loan processing

**Rewards &Recognition :**

* Received Best Employee Award for the period 2004-2005 during HCL Annual Day.
* Awarded Best People Leader by client.
* Got certificate & reward for Long Tenured Employee.
* Played a major role for HCL bagging COPC certification.
* Got appreciation & reward from Management for Zero Attrition for continuous 5 months.
* Awarded Best Team Member Award in R&R on 4 counts.
* Brand Ambassador for Information Security for the year 2011.
* Awarded for Best Project Manager for 2012 & 2013 during Celebrating Excellence

**Additional Informations :**

* Trainings Attended
  + - COPC
    - Six sigma
    - PMP
* Have transitioned 3 projects from Offshore.