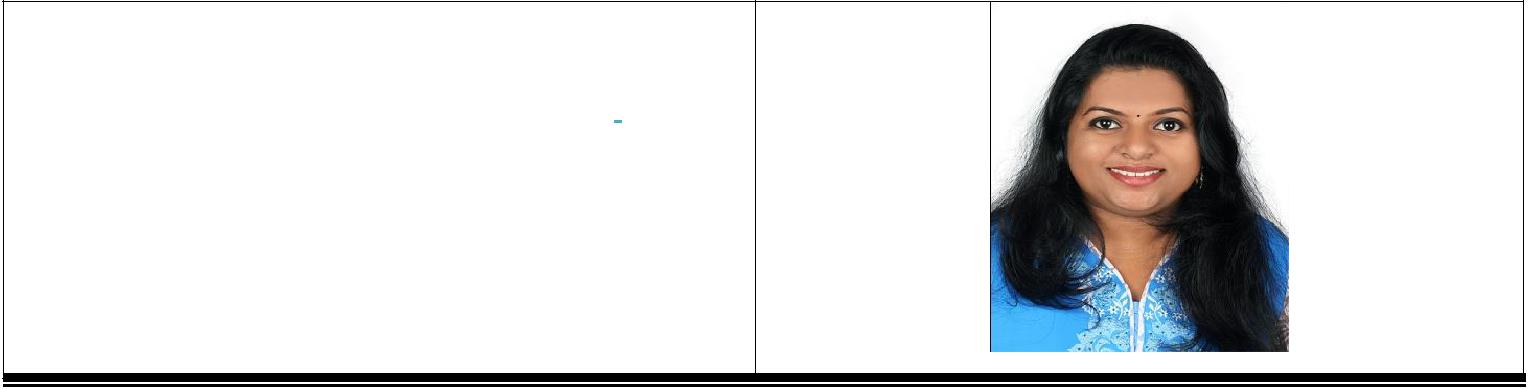
VIMYA

[VIMYA.351816@2freemail.com](mailto:VIMYA.351816@2freemail.com)



**Professional Summary**

Seeking a position to learn and utilize my skill and abilities in the organization that offers professional growth and give my best. Good communication skills and influence people taking responsibilities highly motivated, initiative and lead from the front.

**Core Qualifications**

|  |  |  |  |
| --- | --- | --- | --- |
|  SAP software (vendor, order, | |  | Supervision |
|  | quotes and catalogue |  | Employee training and |
|  | management) |  | development |
|  Sales software – Salesforce.com | |  | Document maintenance |
|  MS Word, Excel, (V look up, | |  | Travel administration |
|  | Pivot tables, formulas, |  | Forecasting and planning |
|  | formatting), presentation and all |  | Call center management |
|  | other MS Office Suite |  | experience |
|  | Applications |  | Complex problem solving |
|  | Windows Operating system. |  |  |
|  Multimedia - Photoshop, Flash, | |  |  |
|  | Combustion and Coral Draw |  |  |
|  | Customer service oriented |  |  |
|  | Inventory control |  |  |

**Academic Background**

|  |  |
| --- | --- |
| **MBA International Business** | 2013 |
| Sikkim Manipal University, India |  |
| **Bachelor of Science Computer Applications** | 2010 |
| Sri Krishna of Arts and Science College, India |  |

**Professional Experience**

**Senior Supervisor**

Nov 2012 to July 2015

**VWR International LLC**

- Coimbatore, Tamil Nadu, India

Roles and Key Accomplishments:

* Senior Shift Supervisor and Quality Control Executive.
* Reviewed new customer orders and requests and manually entered data into a centralized database.
* Conducted qualitative and quantitative analysis of logistics operations using simulation models and other tools.
* Coordinated rush orders and order changes.
* Resolved problems for customers, warehouses and carriers.
* Completed all necessary customs documents and other paperwork.
* Prepared invoices for all customers in the logistics department at the end of every month.
* Allocating daily jobs and workloads and ensure the turn-around-time (TAT) is met for the request.
* Updating and tracking reports on Key performance indicator (KPI).
* Negotiated contracts with vendors and resolving issue with stakeholders.
* Training new team members.
* Given consistent improvement in the team’s production and quality.
* Created automated excels and reduced processing time such as consolidation, data extraction.
* Defined appropriate metrics and measurements to drive results.

**Process Analyst**

Jun 2010 to Mar 2012

**Infosys BPO Ltd**

- Bangalore, Karnataka, India

Roles and Key Accomplishments:

* Created new processes and systems for increasing customer service satisfaction.
* Cross-trained and provided back-up for other customer service representatives when needed.
* Resolved product issues and shared benefits of new technology.
* Collected customer feedback and made process changes to exceed customer satisfaction goals.
* Achieved customer satisfaction rating of 2% within 3 months, exceeding corporate target.
* Trained staff on how to improve customer interactions.
* Properly directed inbound calls in phone queues to improve call flow.
* Involves numerical calculations, decision making according to different types of reports received, being accurate and maintain timeliness in the information provided.
* Organizer in event management for the team of 130 members.

**Awards / Achievements**

* Masters in Graphical Program.
* Completed T100 Retail Banking Doman certification (Foundation Course in Banking I and II)
* Awarded TOPPER in External Quality and Production for consistence performance in 2010 and 2011 with INFOSYS BPO LTD.
* Awarded STAR Newcomer SILVER joining year for efforts in meeting and exceeding exceptions and displaying zeal for new learning in Q4 2012.
* Awarded STAR Performer GOLD for superlative performance, Exceptional customer centric approach and drive towards excellence in Q2, Q4 2013 and Q2 2014.
* Won in National level and college level technical and Non-technical competitions.

**Personal Information**

Place of Birth: Kerala, India

Date of Birth: 25th of January, 1989

Sex: Female

Status: Married

Hobbies: Designing and travel

Language : English, Malayalam, Hindi and Tamil.

**Skills**

* Good English communication skill and capable of conducting training.
* Vertically fitted, to be corporate etiquette.
* Organized events & co-ordinate both corporate employees and students.

I hereby confirm that the information provided in this form is true to the best of my knowledge and belief.