**ARUN**

Email: [Arun.375610@2freemail.com](mailto:Arun.375610@2freemail.com)

Personal Details:

Gender: Male

Marital Status: Married

Nationality: Indian

Date of Birth: 29th November 1986

Maximize my team leading experience in a challenging environment, guiding by example and utilizing vast experience in directing a team towards its objective within the deadlines and thus achieving the corporate goals.

**SUMMARY**

* Highly accomplished professional with **8+** **Years** of experience in **Finance & Accounts, Telecom.**
* Currently associated with Tata Consultancy Services, Chennai, India as a **Business Process Lead.**
* Experienced in analysing process and recommending improvements
* Effective communicator who seeks positive resolution to problems through active listening and commitment to integrity
* Expert in analysing Accounting, Reconciliation Reports, and maintaining Billing Systems
* Good communication and analytical, and relationship management skills developed through frequent interaction with clients and internal teams
* Exceptional ability to handle team, manage appraisals and drive to work on targets
* Conversant with Ms Office and Internet

**SKILL SET**

* Leadership
* Call Handling (Client/ Escalation)
* Team Management
* Customer Service
* Reports
* Resolving Billing Queries
* Accounts Receivable
* SLA management

**KEY ACHIEVEMENTS**

* Successfully **over achieved** the targets on regular basis
* Acknowledged as a **Best Trainer** for training new joiners
* Received **appreciations** from clients for effective team management
* Bagged **Star Performer Award, BPS Star Of The Month Award, Summit Award, Numero Uno Awards** for excellent performance

**AVAILABILITY**

* Ready to relocate
* Possess no bond with current employer

**LANGUAGE SKILLS**

* Fluent in English and Tamil

**EDUCATION**

* Bachelor in Computer Science in Dwaraka Doss Goverdan Doss Vaishnav College

**GLOBAL EXPOSURE**

* Interacted with the clients from Australia and Canada
* Migrated places for process training

**WORK EXPERIENCE**

**Tata Consultancy Services, Chennai, India**

**Business Process Lead – Telecom (Order to Activations)**

**Jun 2014 – Till date**

* Assign work to the allocated team and maintain records of the same
* Assist on escalation calls and queries raised by the team/ client.
* Manage team information
* Participate in client calls, managing escalation calls

**Accenture Services Pvt. Ltd, Chennai, India**

**Subject Matter Expert - Finance and Accounts (Accounts receivable)**

**Oct 2010 – May 2014**

* Communicate with clients, handle escalations and monitor associates calls
* Managing documentation and deliverables mentioned on the SoW
* Arranging Fun at work for the team and other outdoor team gatherings
* Coaching and mentoring associates and conduct individual meeting to develop their ability

**Sutherland Global Services,**

**Process Associate – Telecom (Customer service**

**Dec 2008 – March 2010**

* Handle inbound calls and queries from customer.
* Work on escalation received from customer regarding their Telecom queries.
* Collected data on regular basis and prepared monthly metrics

**REFERENCES:** Available upon the request