**RESUME**

BALASUBRAMANIAM

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**Objective**

To get an opportunity in a company with a congenial environment to provide a meaningful contribution for the growth of the company that provides me a good Learning Opportunities and growth.

**Professional qualification**

* B.Sc.(ISM) Information System Management, Madras University.

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| **Work Experience Details** |

* + First Source Solution PVT ltd., as customer care representative for Airtel Telecommunication for 2 Years.
  + Axis Bank LTD, Floor Supervisor for 1 Year 11 months.
* Alapati silver works, Factory In charge of Manufacturing Company for 4 Years 9months.

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| **Company Name: Alapati Sliver Woks Manufacturing Company LTD.** |

**Designation :** Factory Manager

**Period :** Jun’14 - Feb’19

**Responsibilities:**

* Controlling the flow of work to meet customer deadlines.
* Supervising all production activities.
* Maintaining good channels of communication between production management and the post production team.
* Allocating work to the production team.
* Making sure that all production equipment is properly serviced and maintained.
* Analyzing manufacturing costs and benefits.
* Making sure there is enough material for filling and packaging activities.
* Recording all relevant information in logs.
* Making sure that all planned maintenance work is carried out on time.
* Making production staff feel valued.
* Willing to undertake new duties at short notice.
* Securing the production site to prevent unauthorized personnel from entering.

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| **Company Name: Axis Bank Limited** |

**Designation :** Floor Supervisor

**Period :** Aug’12-Jun’14

**Responsibilities:**

* Oversaw 12-15 service representatives
* Performed in the top 5% of the staff by handling 300-400 calls daily
* Identified development opportunities using quality assurance (call monitoring) and provided ongoing training, coaching, and mentoring on an as needed basis
* Streamlined departmental operations and training processes, increasing efficiency.
* Provided performance reviews and developmental feedback on a monthly/quarterly/annual basis

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| **Company Name: First Source Private Limited** |

**Designation :** Customer Care Representative

**Period :** Jul’10-Aug’12

**Responsibilities:**

* Calling customer and explaining about bill plan, bill cycles and other queries of customer.
* Determines requirements by working with customers.
* Resolves problems by clarifying issues; researching and exploring answers and alternative solutions; implementing solutions; escalating unresolved problems.
* Fulfills requests by clarifying desired information; completing transactions; forwarding requests.
* Attracts potential customers by answering product and service questions; suggesting information about other products and services.

**Competencies**

* Team Player.
* Interested on challenging tasks.
* Straight and Smart Working.
* Ability to handle the situation.

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| **Personal detail** |

Languages known :       Tamil, Telugu, Hindi and English.

D.O.B      :      24-May-1989.