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|  **PROFILE**Date of birth: 08-Aug-1989**Marital status: Single****Religion : Christian** **Languages :English,Hindi,****Malayalam&Tamil** |  Education: * **BSc Electronics with Computer Hardware**
* **Master of Business Administration, expected 2015(Operations & HR)**
* **ADINE (Advanced Diploma in IT Infrastructure & Network Engineering)**
* **Advanced Excel**

  Carrier Objective:Seeking a challenging environment, where by my knowledge and experience can be shared and enriched, to further enable my personal and professional development EXPERIENCE:* **Sutherland Global Services**

**Senior Specialist in WFM-RTA, March 2012 to July 2015.*** Real Time Queue Management and floor tracking for programs across different location
* Interaction with internal and external clients.
* Data interpretation and analyst & Live queue report generation.
* Watch trends in productivity and adherence with proactive alarm.
* Live queue reporting on time.
* Send out hourly performance updates including interval and intraday SVLs, % to forecast, ASA, and callouts.
* Suggest VTO/VOT (Voluntary Time off & voluntary overtime) to account supervisors based on the queue stats (Adjust intraday forecasts derived from understood business drivers to determine required staffing levels by projecting call volumes, call duration, and required staffing levels using current trends and historical data.)
* Glopore IMS

**Technical support, 06/2012-12/2012 .*** Networking and troubleshooting of Digiclass.
* Live queue reporting on time.

summary:* Have an overall experience of seven plus years in the field of  **Electrical construction**
* Ability to execute projects successfully in a given time with quality deliverable.
* Excellent interaction and communication skills
* Efficient decision-making skills.
* Able to solve complex problems and provide working solutions.
* Organized and capable of self-management and Proactive Team Player.
* Innovative, creative and take initiative to get the job done
* Handle stress and unpredictable workloads, conflicting deadlines and Interruptions and most importantly, have strong interpersonal skills with co-workers

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Academia:

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| Year | Institution | Degree | **Marks (%)** |
| **2011** | **Accel it academy****Kerala** | **Accel Certified Advance Diploma in IT Infrastructure & Network Engineering** | **85** |
| **2010** | **Jai Bharath College****Kerala** | **B.Sc Electronics with Computer Hardware** | **59** |
| **2007** | **Technical Higher Secondary School, Kerala** | **12th Standard** | **68** |
| **2005** | St.John The Baptist C S I English Medium School | **S.S.L.C.** | **82** |

Technical Qualification

* Accel Certified Advance Diploma in IT Infrastructure & Network Engineering
* Advanced Excel
* Auto sum functions.
* Logical functions
* Data validation and pivot tables.

**First Name of Application CV No: 406494**

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