

Shammas

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***Seeking assignments in MIS (Management Information System) / Office Administrator with an Organization of repute in the Industry***

***Job Profile***

***MIS: - A management information system (MIS)*** *provides information that organizations require to manage themselves efficiently and effectively*

*Applications used:- MS Excel, PPT , VBA , Macros and SQL Server*

***WFM: - Work Force Management*** *is the process of balancing work to be completed with the resources available to complete that work..*

*Applications used:- MS Office,AVAYA ,CRM , Nortel and Cisco*

***Facility Management: -***  *It is a profession that encompasses multiple disciplines to ensure functionality of the built environment by integrating people, place, process and technology*

***People Management: -*** *employees are the biggest asset of the company, their performance can result in the success or failure of the business. As part of people management, required to lead, motivate, train, inspire , encourage and evaluate the performance.*

*Applications used:- people soft , SAP*

***Career Abridgement***

* ***An astute, result oriented leader with an experience of 5 .5Years in Telecom/BPO Industry of***
* ***Expert in MS Excel and MIS Automation.***
* ***Handled MIS and WFM part of US Process in NGA Human resource for last one year.***
* ***Have 4.5 years previous experience with Firstsource Solution Ltd***
* ***Highly acclaimed and referred for streamlining process and process Transition.***
* ***MIS/ WFM SPOC for the Centre***
* ***Awarded for MIS Automaton and Expertise in Excel***
* ***Experience in VBA Macros and SQL Knowledge***
* ***Proficient at managing & leading large teams for running successful business operations.***
* ***Proficient in Business administration activities***

***Summary of 5.5 yrs Experience***

* MIS / Work Force Analyst (NGA HR) : August 2013 – October 2014
* MIS / WFM Executive (First source Solution) : August 10 – August-2013
* CSA (First source Solution) : March 09 – July 10

***Key Deliverables as MIS / Work Force Analyst***

* Daily, Weekly and Monthly reports to Clients and Stake Holders
* Forecasting ,Scheduling and Capacity Planning
* Capacity planning, - Coordinate with Operations, HR, Finance, and local departments to maintain and update plans with accurate HC
* Roster management
* Preparing business score card of the employees.
* Effective bench/resource management
* Relationship Building
* To prepare and provide the analysis report to BU Head
* Being the part of the recruitment process
* Maintain the employee satisfaction level high with different motivational activities.
* Preparing Overtime and Payroll Data Agent wise & Team Wise and clubbing it with Performance Payout.
* Real time monitoring to ensure the SLA

***Notable Accolades***

* ***Played Key role in transitioning of Airtel Business for Firstsource***
* ***Started WFM activity in NGA (Earlier No WFM resource Available )***
* ***Silver level certification from WFM-Academy of Firstsource.***

***Academic Credentials***

* Graduation( BBA) : Completed Graduated Diploma in Business Administration from National Institute of Management (2010-2013)
* Diploma : From Govt. Polytechnic college Kannur (2005-2008)
* SSLC : From Technical High school Neruvambram (2005)

**Personal Details**

Date of Birth : 27th March 1990

Visa Status : UAE Visit Visa