

**BASHYAM**

**BASHYAM.348937@2freemail.com**

**Objective :**

 Seeking a Challenging Career in a developing Company with a team atmosphere in any type of field.

**Career Summary :**

* 14 years of Operation Management experience within BPO/KPO industry. Handled Legal Process, Product Testing, Retail Market, Market Research, Financial & Management reporting, Transition / Data Migration, and process Excellence and Sales
* Extended my contribution to Shared Service Center Team

**Career History :**

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| --- | --- | --- |
| **Period** | **Job Title / Organization Title** | **Organization & Location** |
| Dec 2014 – Till Date | Sales Account Manager | Leather Master Upholstery LLC, Al Quoz, Dubai. |
| Sep 2003 – Jan 2014 | Process Manager | HCL Technologies Ltd, Chennai. |
| Feb 2002 – Aug 2003 | Customer Support Executive | M/s. Pamac Financial Services Pvt Ltd, Chennai |

**Career Job Descriptionwith various Departments:**

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| **Department** | **Job description** |
| Finance | * Preparing Transaction Based pricing for the process.
* Preparing Daily Revenue Report & Monthly Billing details
* Maintaining the P&L for the process
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| Accounts | * Collection of receivables from client
* Preparing budgets for businesses and implement strategies for cost savings
* Preparing MIS reports.
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| Operations Management | * Client co-ordination for day to day operations
* Allocation of Workflow to meet or exceed service level targets.
* Responsible for Improving Service, Quality, Revenue, Customer Satisfaction and Profitability
* Trained New Recruits and monitored their progress.
* Maintaining the Internal Management Tool to analyze the people performance, Schedule adherence, Total utilization time, Queue allocation, and Reports maintenance.
* Preparing Daily Reports and MIS & Sending reports to client.
* Coordinate the Reward and Recognition programs as a motivation tool for the team
* Defining the process flow & Standard Operating Procedures
* Working on Forecasting, Scheduling, and Staffing for week-month basis for the process based on the past months record.
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| Audit | * Process Audit and Implementation of COPC Audit
* Implementation of COPC Standards
* Implementing new ideas for the process improvement through Kaizen
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| Quality | * One of the panel member in Kaizen Certification Team (implementation of new ideas for process improvement).
* Doing Quality check for the team
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| IT & Development | * Part of the Testing Team in identifying bugs in System during new deployment
* Domain Expertise Support to HCL Development Team
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| HR & Payroll | * Manpower management – Staffing & recruitment
* Maintaining attrition report for the process
* Maintaining the team attendance report and OT report
* Conducting One-to-One with the team members to identify their training needs and to address their Grievance
* Shift Management
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| Admin | * Arrangement of logistic for employees based on their shift timing
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| Sales | * Identifying prospective customer from Hospitals, Hotels, Corporates & Banking Industry
* Performing onsite inspection / solution reports to the Customer
* Preparing the quotations & scheduling the work with technicians
* Materials sourcing from the Market
* Collection of Receivables from the clients
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| Compliance & Information Security | * Brand Ambassador for Information Security
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**Academic Credentials :**

* Master of Computer Application (MCA), Madras University.

Bachelor of Commerce (B.Com), R.K.M Vivekananda College,

Madras University.

**Technical Qualification :**

* Packages : Ms Office
* Typewriting in English (higher)

**Work Experience :**

**Period : From Dec 2014 to Till Date**

**Designation :** Sales Manager

**Organization :** Leather Master Reupholstery LLC

**Area :** Re upholstery of furniture

**Process :** Sales

**Period : From April 2014 to May 2014**

**Designation :** Assistant General Manager - Sales

**Organization :** KKK Empire Homes Pvt Ltd

**Area :** Reality Market

**Process :** Sales

**Period : From Sep 2003 to Jan 2014**

**Designation :** Process Manager

**Organization :** HCL Technologies Limited

1. **Area :** Testing

**Process :** Product Testing

1. **Area :** Legal Process

**Process :** Contract Management, Re-mortgage, Sale & Purchase, Property Management & Data Migration

1. **Area :** Market Research

**Process :** Group Cross Reference

1. **Area :** Retail Market

**Process :** Fax order processing

**Period : From Feb 2002 to Aug 2003**

**Designation :** Customer Support Executive

**Organization :** M/s. Pamac Financial Services Pvt Ltd

**Area :** Finance

**Process :** Housing Loan & Personal Loan processing

**Rewards &Recognition :**

* Received Best Employee Award for the period 2004-2005 during HCL Annual Day.
* Awarded Best People Leader by client.
* Got certificate & reward for Long Tenured Employee.
* Played a major role for HCL bagging COPC certification.
* Got appreciation & reward from Management for Zero Attrition for continuous 5 months.
* Awarded Best Team Member Award in R&R on 4 counts.
* Brand Ambassador for Information Security for the year 2011.
* Awarded for Best Project Manager for 2012 & 2013 during Celebrating Excellence

**Additional Informations :**

* Trainings Attended
	+ - COPC
		- Six sigma
		- PMP
* Have transitioned 3 projects from Offshore.