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| **Guruswamy**  01.jpg  **Operations/Administration Professional**   |  |  | | --- | --- | |  | General Administration | |  | Sales Coordination | |  | Process Management |  |  |  | | --- | --- | |  |  | |  | [guruswamy.384570@2freemail.com](mailto:guruswamy.384570@2freemail.com) | |  |  | |  |  |  |  | | --- | | **Profile** | | Highly accomplished and a seasoned professional with 6+ years of experience in the areas of Banking, General Administration and Operations. Hold additional experience in the banking domains, specialized in the areas of Back Office Operations for US Clients. | | **Additional Information** | | * Date of Birth: 5th Jun 1989 * Languages: English, Tamil and Hindi * Nationality: Indian * Marital Status: Married * VISA Status: Visit VISA valid till Jan 2019 |  |  | | --- | | **Key Trainings** | | * Foundation Certificate in Banking * Financial Reconciliation of Banking Products * Advanced Anti-Money Laundering * Debt Management * Consumer Lending * Micro Finance * Commercial Lending * Wholesale Banking Products and Services * Bank Credit | | |  |  | | --- | --- | | **Core Competencies** | | | * Communication * Basic Accounting * Problem Solving * ERP Management * Material Management Process Improvement * Project Support | * Team Management * Customer Handling * Reporting Preparation * Stakeholder Relationship * Cost Control * Logistics * Negotiation & Influencing |  |  |  | | --- | --- | | **Key Result Areas** | | |  | | | Image result for administration, icon | **General Administration** | | * Capable of performing general administrative functions such as scheduling, organizing and maintaining digital files, coordination of team calls and meetings * Have handled phone inquiries; provided callers with responses to requests involving departmental inquiries, procedures or programs; directed calls to the appropriate person or takes messages * Managed general accounting including supporting the preparation of journal entries, reconciling payments, AR/AP and payroll management | |  |  |  | | --- | --- | | Image result for dashboard, icon | **Sales Coordination** | | * Leverage knowledge of computer applications to develop documents including Sales Invoices, Purchase Orders, business correspondence, and contracts * Coordinating with various internal and external stakeholders in articulating necessary information and executing orders | |  |  |  | | --- | --- | |  | **Material Management** | | * Image result for forklift, iconProficient in ensuring stock levels are maintained and that other system requests are completedpromptly * Consistently enforce department policies and procedures and maintaining adherence to the safety procedures in the warehousing areas * Identifies and executes opportunities for cost reductions for materials | |  |  |  | | --- | --- | | Image result for vendor management icon | **Vendor Management** | | * Negotiates pricing, provides feedback on service performance, and other relevant aspects of supplier responsibilities * Managed past due invoice issues with Accounts Payable department * Responsible for data integrity in the ERP system and continuous improvement of ERP systems and procedures | | |

**Professional Timeline**

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**Experience**

**Radical IT Solutions**

*Team Leader*

Nov 2017 – Oct 2018

* Direct employees to ensure highest standard of quality so that the organization meets both internal and external requirements
* Liaise with the customer on process improvements, enhancement of customer satisfaction, issue resolution, quality drive
* Conducting refresher sessions for team based on the opportunity area per quality monitors/top defects/ top FAQ
* Enables and motivates team members to deliver exceptional customer experiences through ongoing support, development, empowerment and positive reinforcement
* Answers team member questions, helps with team member problems and oversees team member work for quality and guideline compliance

**Tata Consultancy Services, Chennai, India (Handling CitiBank Process)**

*Senior Process Associate*

May 2014 – Nov 2017

*As a Senior Process Associate was involved in a process termed as RegE - which is used for detecting and resolving unauthorised ACH (Automatic Clearing Houses) and Withdrawals*

**Automatic Clearing House**

* Accountable for receiving and analysing the disputes raised by the customer on issues related to Cheque Transactions, ATM/Credit Card Transactions andChargeback associated issues
* Analysing various factors to check the authenticity of the claims including testing the credit behaviour, the presence of an add-on account, etc. & ensuring resolution within 45 days

**Payoff Package Review**

* Checking if the amount paid by the customers fulfils the components of the loans including principals, interests and charges
* In case of deficiency in payment, responsible for communicating the clients on the issues, seeking proof of payments and finally closing the request

**Awards**

Special Initiative Award, 2014, Spot Award, 2014, BPS Champion League

**Shree Mangalam Builders & Real Estates Limited**

*Management Executive*

Oct 2012 – May 2014

* Responsible for efficiently discharging the administrative duties as prescribed by the Head of Departments
* Act as a liaison between the Project Consultant, Electrical Consultant, Architect& MEP in soliciting and resolving outstanding issues
* Key point of contact in organising the meeting, facilitating meeting logistics and articulating minutes of meeting with the participants
* Accountable for undertaking comparative analysing of techno-commercial offers submitted by vendors, negotiating and finalising non-technical orders
* Responsible for issuing Purchase Orders, Sales Orders, Material Request Form and other documentation relevant to site management
* Use Advanced Excel in compiling reports and submitting to the top management for their perusal
* Ideated and implement procedures to control cost and insulate the financial integrity of the operations
* Efficiently handled inventory management, ensuring recording of material movement and reporting on discrepancies

**References**

* Available on Request