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| **Guruswamy**01.jpg**Operations/Administration Professional**

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|  | General Administration |
|  | Sales Coordination |
|  | Process Management |

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|  | guruswamy.384570@2freemail.com  |
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| **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
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| **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
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| **Core Competencies** |
| * Communication
* Basic Accounting
* Problem Solving
* ERP Management
* Material ManagementProcess Improvement
* Project Support
 | * Team Management
* Customer Handling
* Reporting Preparation
* Stakeholder Relationship
* Cost Control
* Logistics
* Negotiation & Influencing
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| **Key Result Areas** |
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| 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
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| 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
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|  | **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
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| 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
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**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