** VARUN ANAND.S** **M 02, Meena Building, AL Fahidi, BUR DUBAI.**

 **Mobile: +971 559296158•** **varunanand.s@gmail.com**

**Career summary**

A highly resourceful, flexible, innovative, and enthusiastic individual who possesses a considerable amount of knowledge regarding administrative and office procedures. A quick learner who can absorb new ideas and is experienced in coordinating, planning and organising a wide range of administrative activities. Well organised and an excellent team player with a proven ability to work proactively in a complex and busy office environment.

Varun Anand.S is now looking for a career advancement opportunity with a company that will allow him to develop his skills & potential.

**Work experience**

**Speedstep Software Solutions, Coimbatore SEP 2011 – Present**

**Software Testing and Support Engineer**

* Offering stellar 3years’ experience in Information Technology

Which includes experience in Manual Testing of Windows based applications and Web based application.

* Lead engineer wholly responsible for automated test design, front-end and back-end feature implementation.
* Handling requests for information and data.
* Acted as backup for lab administrator and build engineer during their absence.
* Responsible for standard security implementations.
* Documented defects manually
* Produced Excel based reports for management
* Worked with developers highlighting the problem areas found during testing
* Performed database validation to verify records directly in the database
* Ability to work in a team as well as independently
* A Team Player with good communication, interpersonal and teamwork skills
* Pinpointing ways of improving and developing systems

**Work experience**

**HDFC Bank, Coimbatore May 2009 – Aug 2011**

**Banking Operations and Customer Support Executive**

* Responsible for the tasks of defining value entities and capital raising scenarios.
* Achieving the Monthly business Plans and revenues
* Responsible for team management and friendly interactions within the team.
* A key player in solving the customer queries and their needs of requirement.
* Survey customers to determine the kind and quality of services they want and their level of satisfaction with existing services
* Consistent Performer in the entire contest throughout the year for service

**Key skills**

**AREAS OF EXPERTISE**

|  |  |  |  |
| --- | --- | --- | --- |
|  | Office procedures |  | Data management |
|  | IT skills |  | Customer service |
|  | Technical support |  | Banking Operations |
|  | Team Management |  | Quality management |

**ADMINISTRATIVE ABILITIES**

* Providing training and orientation for new staff.
* Helping to maximize efficiency and bank profitability
* Comprehensive knowledge of Microsoft Word, Outlook, Excel and Access.
* Scheduling meetings and preparing agendas for them.
* Managing day-to-day banking processes
* Effective organizational skills.
* Resolving administrative problems.
* Supervising other clerical staff.
* Conducting research on behalf of managers.
* Scheduling and delegating administrative tasks.
* Ability to type at 60+ wpm.

**PERSONAL ABILITIES**

* Attention to detail.
* Punctual and reliable.
* Can work without supervision.
* Ability to cope and work under pressure.
* Good written and verbal communication skills.
* Able to work as part of a team.
* Having a patient outlook.
* Ability to multitask and manage Conflicting demands.
* Ability to prioritise tasks.
* Grasping and learning new concepts quickly

**TECHNICAL SKILLS**

* Expert on Microsoft Office Suites
* Databases management
* Software Installation
* Script Updation
* Client Server Error Rectifications
* Various storage management and System Administration.
* Worked in Windows based applications and Web based applications.

 **PLATFORMS**

* Windows 95/98/2000/XP/NT,DOS XP, Vista, Windows 7 and 8.
* DELPHI Databases,MY SQL
* I was responsible for regularly supporting the Regional Manager; ensures branch operational activities run smoothly and efficiently; provides leadership, training and limited supervision within the branch; promotes business for the Bank by maintaining good customer relations and referring customers to appropriate personnel for new services.
* I have also performed limited supervisory duties as assigned by the Branch Manager, and may perform in various capacities, such as a new accounts representative, teller, or safe deposit attendant as appropriate.
* My position was assists in attaining established Bank and branch goals through active participation in sales management and officer call programs. Performs direct supervisory duties of branch staff, coordinates staff for coverage in all related areas of branch operations, including courier services. Assumes responsibility and is accountable for adherence to Bank policies and procedures. May perform managerial duties in the absence of the Branch Manager
* Responsible for the efficient, accurate, profitable and risk-free clearing and settlement of bank transactions for corporate and government clients.
* The operations division is a support function – operations professionals support people and deal flows in the front office to make sure everything works smoothly and the bank gets paid.
* Performs various operational background duties; processes account balance or transfer requests, stop payment orders, changes of address and other such customer requests or authorizations. Conducts a variety of routine daily tasks; reviews reports, prepares correspondence; participates in special department projects
* Helping to maximize efficiency and bank profitability
* **Awarded first** for good servicing to customers in All India Contest

**Work experience**

**TUV SUD ISO Certification, Coimbatore Aug 2008 – Apr 2009**

**IT Administration**

* Responsible for the tasks of defining value entities and capital raising scenarios
* Implementation of Quality Management System for the clients
* Audit Planning & scheduling for the clients
* Preparation of the audit reports for External Audits
* Preparation and presentation of Project status to Customer/Top Management

**PERSONAL DETAILS**

**Date of Birth 04.03.1984**

**Father’s Name Mr.A.Sudevan**

**Nationality Indian**

**Sex & Marital Status Male & Single**

**Passport No G4400988**

**Languages’ Proficiency Tamil, English, Hindi, Malayalam and French.**

**Visit Visa Valid Up to 24.10.2014**

**EDUCATION**

**MCA -MASTER OF COMPUTER APPLICATION- 2008- PSG College of Arts & Science,Autonomous- Bharathiar University, 64 %**

**BCA- BACHELORS OF COMPUTER APPLICATION -2005- Dr.GRD College of Science,**

**Bharathiar University, Coimbatore, 55%**

**Higher Secondary- XII - Vidya Vikasini Matriculation Higher Secondary School,Coimbatore, 71%**

**Matriculation-X Standard - A L Govindarajalu Matric School, Coimbatore, 61%**

**EXTRA CURRICULAR ACTIVITIES & HOBBIES**

• Undergone course on ‘Personality Development’.

• Completed certificate course in advertising & in PC Trouble Shooting.

• Regular Performer in College Cultural programs & organizer in all technical function

• My hobbies include playing badminton, playing with kids & listening to all kinds of music.

**SPORTS**

• Represented District Shuttle Team from the year 1998 – 2009

• Captain Bharathiar University Shuttle Team from the year 2003-2007

• Represented South-Zone inter university from 2003-2007

• Gold Medal in Bharathiar University Shuttle Badminton from the year 2003 to 2008

• Winner in the Corporate Badminton Tournament Match Held in the Year 2010 to 2011

**AWARDS**

• Winner of Inter College Shuttle Meet held during the year 2003-2008.

• Best Technical Event organizer for the Function Gateway – 2007.

• Best costume designer for the Fashion show event Heartbeat – 2006.

**CONTACT DETAILS**

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I hereby declare that all the details furnished above are true to the best of my knowledge.

**Varun Anand S**