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S.PRIYA

OBJECTIVE

- ✓ Looking for a Challenging opportunity which can extract my skills and experience to lead a team or a project.

EDUCATION

- ✓ **B.A.(English)** correspondences in **Madras University** with 60% pass out **June 2005**.
- ✓ **HSC** passed out with **68%** from **St. Savio Mat. Hr.Sec. School**, in **March 2003**.Velachery, Chennai.
- ✓ **SSLC** passed out with **75%** from **St. Savio Mat. Hr.Sec. School**, in **March 2001**.Velachery, Chennai.

TOTAL YEARS OF EXPERIENCE

- ✓ **15 Years**

ACHIEVEMENTS

- **Ranked first in the communication training** conducted by the **SOUL** team. Through Hamhurst university London



- Received **Platinum Award** for completing **5 yrs** tenurity in **Sutherland** at 2012
- Received **Platinum Award** for excellent performance “**Extra Miler Award**” for the Month Jan 2011.
- Received “**Best performer**” Award for the month of Jan 2013

Key Strength:

- Excellent Communication and Coordination Skills
- Good phone etiquette
- Proven Administrative and Office Management Skills
- Flexible and adaptable in nature
- Excellent Interpersonal, Teamwork and Leadership Skills
- Displayed strong work ethics
- Ability to organize work and handle stress
- Good organizational and time management Skills
- “Go Getter” Attitude & a Positive Thinker
- Basic computer skills
- Flexible to company’s requirement.

Core Competencies:

- Guided and trained the team members on handling the calls and addressing employee mail queries.
- Handled and solved the escalated issues.
- Handling my team members in the absence of my leader.
- Ability to respond positively to a changing environment.
- Self motivated team player.
- Ability to display good problem solving skills while making decisions.



- ▶ Ability to guide team members with strong organizational skills.

Professional Experience:

Centre for Universal Health Care Trust. (2003 to 2004) as Admin Assistant and Women's Co-ordinator.

Responsibilities:

- Overall in charge for women's self-help group.
- Conducting awareness programs in Villages, Schools and colleges, especially on environment, child education.
- Providing Women's Empowerment Training.

Netvision Cybertech Pvt Ltd (2004 to 2005) as Customer Support Executive.

Customer Support Executive (Voice Process) with EarthLink and People PC-Process – 12 months Experience in providing solutions to US Customers. Providing service to customers from India.

SUTHERLAND GLOBAL SERVICES PVT. LTD. (PRESENT EMPLOYER) [Since Nov 2005 – till date]

Sutherland Help Desk & Facility Soft Services (Since July 2006 – till date) as Sr Specialist at Sutherland Global Services.

Sutherland Help Desk- Roles and Responsibilities:

Providing solutions to programs in operations like, HR related issues, Attendance, Logistics, Admin related, technical issues, etc... Sutherland Global services, Chennai

Providing solutions on transport related queries to the employees and programs through calls and emails.

Lead the transport help desk team and ensure employee's issues are been resolved within stipulated time.

As supervisor managing team to ensure ticket is created for concerns raised and follow up is been done to ensure issue resolved.

Conduct safety awareness /training sessions for Drivers and employees separately to cultivate best safety practices.



Conduct weekly Vehicle fitness and compliance checks and ensure Emergency cards are placed in all the cabs behind the driver's seat.

Conduct weekly drivers meeting and reiterate on the transportation norms and safety measures to be adhered on wheels.

Ensure maximum number of logistics staffs is deployed during BCP situations to support the program on transport operations.

Conduct monthly safety awareness sessions for all the employees across the Chennai geos and publish the report to the management.

Publish monthly reports on grievance feedback, L4 charge back policy, complaint tracker, lady employee no show report, special cab report, SMS accuracy report, lady employee escort report to the management.

Conduct monthly help desk sessions for employees across the Chennai facilities to voice out their queries on transportation apart from calls and emails.

Prepare MOM and publish to the logistics managements on the meeting and training sessions conducted.

Publish PAN INDIA on time cab arrival report on daily basis to the senior management.

Monitor the calls handled by the transport help desk team and provide feedback on the areas of improvement.

Monitor the call queue using ACDQUE software and publish reports on the total avail, login, and AUX hours to the reporting head.

Analyze and address reply emails to the program on transport related queries by using specialized email software called Talisma.

Design, create, implement, modify, maintain and support existing reports

Prepare RFP (Request for proposal) documents regarding transportation by coordinating with the legal team.

Address programs and SD and operation team concern pertaining to Logistics.

Projecting the planning, analyzing and studying software for improvement and future requirements of logistics team.

Develop Analysis Report on Service delivery feedbacks and identify areas of improvement with regards to transport operations..

Co-ordinate with Finance team and raise Purchase order and SRN request for vendor services on transportation and administration.

Prepare the Bi Yearly presentation on logistics Team and individual performance, revised policies and

procedures for the Internal Quality Audits. Represent the team during the Internal Quality Audits.

Individually conduct New Recruits Induction Program. Have conducted 82 Induction Programs in the last 14 years.

Sutherland Facility Soft Services – Roles and Responsibilities:

- Housekeeping
- Security
- Pest Control
- Cafeteria maintenance
- Man Management
- Mail room operations
- Conduct regular audit on stores
- Taking care of internal compliances
- Ensure facility maintenance and upkeep on an ongoing activity.
- Directing, coordinating and planning essential central services such as reception, catering, mail, cleaning, and recycling.

Intuit Program (Voice Process From Nov 2005 – June 2006)– Sutherland Global Services –Experience in providing Customer Service to the US Customers.

Customer Support Executive (Voice Process) with Intuit Process – Sutherland Global Services – 8 months Experience in providing solutions to US Customers. Providing service to customers from India and done online sales of cheques, invoices, envelopes, Tax forms etc.

Technical Enhancements Brought About in the Team

Pilot Team Member in the Implementation of LOGEMS (Employee Transport schedule upload software).

Developed IroZ and LOGEMS software according to work requirement for more efficiency and optimization.

SPOC for getting shift schedule from all service delivery functions and coordinate with the facility logistics team and arrange cabs as per the program requirement.

HOBBIES

- ▶ Dancing
 - ▶ Listening to Music
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PERSONAL DETAILS

- ▶ Father's Name : R.Sunderajan
- ▶ Mother's Name : S. Meenakshi
- ▶ Mother Tongue : Tamil
- ▶ Nationality : Indian
- ▶ Languages Known : Tamil, English, and Telugu.
- ▶ Alternate Contact # : 9940502382.
- ▶ Residence # : No: 36/29, 5th main road, Gangai nagar, Velachery, Chennai-42
- ▶ Permanent Address : No: 36/29, 5th main road, Gangai nagar, Velachery, Chennai-42

DECLARATION

I do hereby declare that the particulars of information and facts stated herein above are true, correct and complete to the best of my knowledge and belief.



Place: Chennai

Date:

Signature:

Name: S.PRIYA

