**Mr. Tarun.D.Chalam**

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No # 741, 2 ‘C’ Cross

Near Shiva Theatre

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Bangalore-560095

Mobile No: -9538314003

**EDUCATIONAL QUALIFICATION**: -

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| --- | --- | --- | --- | --- |
| INSTITUTION | UNIVERSITY | COURSE | YEAR OF PASSING | PERCENTAGE |
| MVJ College of Engineering | [Visvesvaraya Technological University](http://www.vtu.ac.in/) | B.E(Industrial Engineering and Management) | 2013 | 71.22% |
| St. Francis PU Composite College | Bangalore University | Physics, Chemistry, Maths, Electronics | 2009 | 59 % |
| Stracey Memorial High School | SSLC |  | 2007 | 68 % |

**Current Experience**: - Working in Infosys BPM Ltd as Work Force Management (WFM) from September 2016 – Till date within Infosys.

**Roles and Responsibilities: -**

* First point of contact for management escalations with Account teams and the Service desk teams for all customers.
* Proactive anticipation of issues which impacts the service availability, critical response time and take the necessary mitigation steps
* Provide open access for information; always keep team and management informed, when issues in delivery occur
* Regularly review and make recommendations in Incident Management/Problem Management service improvements
* Participate in Planning, rehearsing and testing the Business Continuity Plans periodically along with Site BCP champions
* Taking care of all management communication and involves the crisis management team in a BCP situation
* SAP and FG tool handling
* Creation of project codes, LOE, SOW review
* Purchase Request (PR) and Purchase Order (PO) creation
* Vendor Management System – ECMS

**Transition Projects: -**

Setup of Technical Assistant Centre (TAC) – Intel client - End to End accountability to ensure smooth transition including, process documentation, solving operational issues, SOP documents updation.

**Previous Work Experience: -**

Worked in Convergys as Work Force Management (WFM) from September 2015 – September 2016

**Roles and Responsibility: -**

* Administering the monitoring teams and ensuring availability of engineers across shifts
* Involved in Knowledge Transfer for multiple new projects
* Regular meetings with CSR/ADM’s/Team and taking necessary actions to bring customer satisfaction level high
* Handling operational/technical escalations and guiding the team on the same
* Audit of alerts/reports
* Mentoring the new team members
* Periodic assessment of engineers and fill the gaps based on assessment
* Drive & Participate in employee engagement activities.
* Responsible in meeting SLA, Data analyzing & driving CIP

Worked in Mphasis Ltd as Customer Support Officer from April 2015 – August 2015.

**Roles and Responsibility: -**

* Knowledge of Active Directory, RIS.
* Installation and configuration of servers and networking equipment.
* Troubleshooting network connection.
* Manage local area network.
* Installing operating systems, applications, service packs etc.
* Creating and maintaining user accounts using Active Directory.
* Installation, configuration and maintenance of printers

Worked in Infosys Ltd as Work Force Management (WFM) under MIS from August 2013 – December 2014.

**Roles and Responsibility: -**

* Attend weekly and daily staffing review meetings with management and forecast scheduling analysts detailing previous and current week’s performance and forecasted performance of remainder of current week and next week, while also identifying risks.
* Fill overtime and under time availability.
* Increase staffing levels or modify call routing to increase service levels.
* Provides immediate feedback or updates to the management team as to the center’s performance.
* Coordinates with WFM regarding data sources and other related reports.
* Facilitates the monitoring of performance recognition and incentive programs every month/pay period.
* Responsible for the maintenance of service levels and the real-time and advanced coordination of all phone and non-phone activity (after weekly shifts have been given out).
* Responsible for Real Time adherence tracking of metrics.
* Ability to work independently and meet established deadlines.
* Access Management Tools
* Floor / Plant layout creation
* DRR and BCMS setup and drill

**PERSONAL DETAILS: -**

Father Name | P.V Dhamu Chalam

Gender | Male

Date of Birth | 13-05-1991

Languages Known | Tamil | English| Kannada

**Declaration: -**

I hereby declare that the information given above is true to the best of my knowledge.

**Date: -**

**Place: - Bangalore**

**Tarun.D.Chalam**