**Deva Kirubai Rebecca B**

**Address: No. 25/6, Poonganiyan Illam, 1st Floor, Kamarajar 01st Street, Bricklin Road, Otteri, Chennai – 600 012.**

**Mobile: +91 98400 79075 |Mail: devrebe23@gmail.com**

**Academics Qualification**

* **Master of Business Administration (Finance) from Pondicherry University, Chennai in the year of 2017.**

* **Bachelor of Commerce (General) from Valliammal College for Women, (University of Madras), Chennai in the year 2015.**

**Recent Work Experience**

**FIRST ADVANTAGE PRIVATE LIMITED, Chennai : 07 September 2015 – 30 October 2019**

**Administration Manager**

**Designation: Operations Analyst – Customer Experience (Client and Candidate Services) (7th September 2015 to 30th October 2019.)**

**KEY DELIVERABLES:**

* Interacting with the client on basis with regards to Background Verification Process of their employees
* Ensuring the complete documents are received from the client
* Taking initiative on closing critical cases by providing suggestion to clients
* Ensuring that the beyond TAT cases are kept in the standard
* Coordinating with client to understand their day to day requirement and co-ordinate with relevant departments for meeting the same.
* Involved in reviewing of accounts periodically across levels with clients. Meeting up with clients regularly to work on account improvisations and garnering feedback.
* Ensuring high level of client satisfaction by meeting/exceeding client service level
* Ensuring consistent quality of delivery. Handling client queries and escalations
* Ensuring continuous adherence to existing processes and pro-active communication of performance to respective clients
* Coordinating within various teams/function to ensure seamless client delivery
* Identifying areas of improvement within team and translating these into development plans to add value to the client relationship
* Optimizing team efficiency and ensuring consistent improvement in productivity.
* Preparation of MIS reports (Daily, Monthly, and Weekly)

**ACHIEVEMENTS:**

* Appreciation from client and recognized by Higher Management Level
* Awarded “**Delivery Excellence”** in 2017.
* Spot Award for Q3 in 2017.
* **Result Focus Award** for Q2 in 2018
* Awarded “**Delivery Excellence”** in 2018
* Spot Awards for Q1 in 2019.

**TECHINICAL PROGRAMS**

* Diploma in Computer Applications
* Tally. ERP 9
* Typewriting-English

**Technical Expertise**

* Microsoft Office

**Known Languages**

* Fluent in Tamil & English

**ACADEMIC PROJECT**

**Organization: Tamil Nadu Newsprint and Paper Limited, Chennai.**

**Project Title: A Study on Financial statement of Tamil Nadu Newsprint and Paper Limited.**

**Description:**

* It helps to know the financial condition of the company.
* To know the strength and weakness to earn profit compare to its sales.
* To analyze the liquidity position of the company.
* The company in finding out the area of problem and suggest for improvement in performance.
* Analysis made on company’s performance to understand its own position over time.

**Personal Details**

* **Date of Birth** : 23rd December 1994
* **Marital Status**: Single
* **Father’s Name**  Mr. Baskar K
* **Nationality**: Indian

**Declaration**

*I consider myself familiar with strong aspects and also confident of my ability to work in a team. I hereby declare that the information furnished above is true to the best of my knowledge.*

**Date: DEVA KIRUBAI REBECCA B**

**Chennai**