**Resume**

**Paramanandan Palanisamy **

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**OBJECTIVE**

Seeking a position as Operations Manager with a organization where i can contribute my 6+ years experience in managing resource allocation, strategic planning, personnel recruitment, quality checking, branding, training to support the company's growth as well as mine.

# RELEVANT EXPERIENCE

**Company Name : Burrp** *(Privately-Held by Foodfesta Wellcare Pvt Ltd & Bigtree Entertainment)*

**Position : Assistant Manager/Operations** *(July 2015 to till date)*

**Roles & Responsibilities:**

* Handling data collection field officers team (Chennai, Bangalore and Cochin location – 8 people at peak) .
* Assigning daily jobs and workload to the field officers
* Preparing field officers data collection reports and targets on daily, weekly and monthly.
* Analyze and identify trends and provides feedback and reports to reduce errors and improve processes and performance.
* Maintain timeliness for data collections and brand offer training schedule for fleet members on a daily basis regards to the CMS and company guidelines.
* Based on reports given training to the field officers for increasing data collections process as well as increase collected image quality.
* Maintain accurate customer information.
* Based on needs Recruiting new field officers and given field training.
* Planning branding activities with the sales head.
* Generate new leads via open market.
* Doing subscriptions and free coupons activity.
* Worked closely with marketing and other departments for providing customer services.
* Ensured calls were compliant with firm standards, escalated issues as needed and maintained relationships with customers and management teams.

**Company Name : HBL Global Pvt Ltd***(Privately-Held Company by HDFC Bank Ltd)*

**Position : Sales Executive/Credit Cards** *( August 2013 to July 2015)*

**Roles & Responsibilities:**

* Greeted new customers and helped them to set up wide variety of credit cards based on their eligibility.
* Coordinate and assist in the creation and distribution of client communications (e.g., upgrades, enhancements, new features, etc.)
* Collect customers proper KYC.
* Worked with HDFC Bank Branch staffs to develop marketing programs to increase memberships.
* Generate new leads of HDFC Bank core products
* Cross selling of HDFC Bank core products Based on customers needs and eligibility
* Providing customer services for banking transactions and queries.
* Doing lead generate activity
* Maintaining TAT time

**EDUCATION QUALIFICATION**

**Masters Degree :** M.B.A Finance and HR

**From :** M.Kumarasamy college of engineering, Karur

**Duration :** 2010 to 2012

**Percentage :** 70%

**Bachelor’s Degree :** B.Com (Computer Applications)

**From :** AVS College of arts & science, Salem

**Duration :** 2007 to 2010

**Percentage :** 67%

**12th standard :** Commerce

**From :** Nirmala higher secondary school-Kolathur

**Duration :**2007

**Percentage** :79%

**10th Standard :** State Board

**From** : Nirmala higher secondary school-Kolathur

**Duration** : 2005

**Percentage :** 64%

**PROJECT**

* Successful completed on summer project in “Impact of food inflation in Tamilnadu” between January - May 2012.
* Successful completed on summer training program in “Akhshaya Fabrixs” Between May- July 2011.

**IT SKILLS**

* Tally 9.0
* Ms office
* Photo Shop (Basic)
* Typing (Basic Level)

**PERSONAL DETAILS**

**Father’s Name :** C.Palanisamy

**Mother’s Name :** P.Thangammal

**Siblings :** P.Periyasamy (younger brother)

**Date Of Birth**  **:** 15.5.1989

**Blood Group :** B+

**Marital status :** Single

**Languages Known** **:** Tamil, English(Read, Speak &Write)

**Address** **:** 5/8-472,kaveripuram(PO),Mettur(TK),Salem(DT)-Pin 636303

**Hobbies :** Poetry writing, Listening songs, Reading

**Declaration:**

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

**Place :**

**Date :** (P.Paramanandan)