

George Louis S
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Career Objective:

- Secure a responsible career opportunity to fully utilise my training and skills, while making a significant contribution to the success of the company.

Professional Experience Summary:

- Over 7.10 years of experience in handling various Learning & Development administrative operations.
- Successfully played the role of an SME and possess strong interpersonal skills, problems solving skills and mentoring skills.
- Incident Management: Working on the incidents and provide resolutions to the issues. To restore normal service operation as quickly as possible and minimize the adverse impact on business operations, ensuring that agreed levels of service quality are maintained.
- Customer services management.
- HR services delivery operations.

Work Experience:

Period	Organization	Role
May '14 – Dec'19	Tata Consultancy Services	Senior Process Associate
Feb'12 – May'14	Hewlett Packard Inc. GBS	Business Process Associate

Job Description:

Tata Consultancy Services: Senior Process Associate (May 2014 – Dec 2019)

Learning and Development Administrator:

LDSC is to drive consistency and efficiency. By centralising repetitive transactional tasks, we are able to provide a consistent level of service across all offices in Canada, and lines of service. This helps maintain consistency and accuracy of information in our learning management system (Cornerstone), reduces costs and time requirements of L&D.

- Analyzing the training details submitted by auditors and ensuring that the course material provided meets the NASBA guidelines. Award credits to get license renewed for auditors.
- Communicate with Business Partners to facilitate resolution of outstanding cases/issues.
- Refer problem / Identify issues on assigned work type and escalate occurrences to supervisor.
- We provide specialized support where required to assist in delivering a consistent, high-quality product.

- Standard Implementation Guidance – Create & updates events, sessions, curriculum and Virtual classroom sessions.
- Manage Users and User Enrolment(Add, Remove, Withdraw and Enroll).
- Facilities Booking – Optimize meeting space, Book space, Confirm space.
- Course Announcements – Update links, create content in html, send course announcement.
- Sign in Sheets – Review & true up courses in Vantage within 4 days of receipt of compliant sign in sheets and providing them completion record.
- Responsible for creating ad-hoc reports and provide recurring reports as per the client requirement.

Responsibilities:

- Communicate with Business Partners to facilitate resolution of outstanding cases/issues.
- Handling team of 8 people and monitoring the workflow tool, assigning the work and ensuring the TAT met.
- Incident Management (L1 & L2 Support): Working on the incidents and provide resolutions to the issues. To restore normal service operation as quickly as possible and minimize the adverse impact on business operations, ensuring that agreed levels of service quality are maintained.
- Quality Analysis: Ensure to provide quality service in line with organisational objectives. Optimized quality assurance will increase efficiency through behaviour modification, enhance the quality of service to customers and improve close rates.
- Managing SOP updates, volume tracker, QC tracker, attendance & leave tracker.
- Provide orientation for new hire/cross training/cross-domain training/knowledge & skill assessment conducted before entering in to production.
- Handling client call, preparing meeting minutes and handling client queries/emails.
- Maintain the team tool or system down tracker and supports in investigating and fixing the tool issue on high priority.
- Maintain the team productivity report & Publish monthly CES scores of the teams.
- Refer problem / Identify issues on assigned work type and escalate occurrences to supervisor.

Learning & Development: Hewlett Packard Inc.GBS (Feb 2012 – May 2014)

Handle L1, L2 and L3 Activities for World Wide Certification and Learning.

WW Certification & Learning is the team, which enables the Customers, Clients and Business Partners of HP to take trainings and certifications. These trainings conducted by HP or other third Party service providers for HP Partners to acquire knowledge on the Product.

- Worked on Query Management with WW Certification & Learning (Ex: Creation of accounts for the learners/partners in the database (Siebel), Update user's profile, providing portal credentials, Login issues, Accepting terms and conditions on their behalf, compliance issues).
- RPL Screening: Restricted / Denied / Sanctioned Party Screening: The process of reviewing customers, vendors, visitors, and any other business partners and related parties through a search engine designed to match those entities against restricted or denied parties.
- Registration of courses and certification with HP.
- To assist Different Partners/Individuals to choose the correct Certifications based on their job role/business requirements/Geographical Locations/Revenue aspect.
- Analyzing client requirements and preparing reports as required on monthly.
- Management of Partner Database, which serves the sales and marketing needs of Commercial, Consumer and Value Channel Management team.
- To assist Partners on different issues related to certifications, Exams/Courses/Trainings for Instructor led Training/Web based training/Content of Exams.
- Take lead and proactively plan and balance work load and also attend customer call to share the data in absence of Team Lead.

Professional Achievement:

- Process related case studies Implemented.
- Magnificently completed projects to improve accuracy and efficiency gain.
- Good rapport with customer and have gained customer confidence throughout.

Awards and Recognition:

- Best Debutant Award
- Frequent monthly best Performance Award
- Recognised under Always Accountable

System & Tools:

- Cornerstone(Learning Management System)
- Service-Now.(Incident Management)
- SIEBEL PRM
- HPSM (HP Service Manager)
- Adobe Captivate.
- Microsoft Office - Word, Excel, PowerPoint

Skill:

- Comprehensive problem solving.
- Ability to set expectations through clear and direct communication, written and verbal.
- Ability to adapt and adjust to different environment and situations.
- Team worker, Ability to work very well under pressure.
- Strong ability to manage multiple customers expectations, timelines and deliverables.
- Expertise in customer oriented skills.

Education Details:

- Completed BCA with aggregate percentage of 65% in Bangalore University, 2011.

Personal Particulars:

- DOB: 7th March,1990
- Gender: Male
- Marital status: Married
- Languages Known: English, Kannada, Tamil, Telugu, Hindi.
- Hobbies: Music, Basket Ball, Cricket, Movies, Travelling.
- Permanent Home Address: George Louis S/O Sagaya Raj
#138, Padmavathama Nilaya, 1st Floor
Balaji Nagar, Uttarahalli, Bangalore - 61

DECLARATION: I hereby declare that the information furnished above is true to my knowledge.

DATE:

PLACE: Bangalore

(George Louis S)