

Avinash C

Team Lead Operations
Accenture Solutions Pvt
Ltd

 Bangalore, Karnataka

 +917259321527

 venuavin@gmail.com

SKILLS

- Possess excellent verbal and written communication skills
- Quick problem solver with ability to meet deadlines within limited time period
- Excellent organizational and time management skills
- Strong leadership with strong supervisory skills

COMPUTER PROFICIENCY

MS Office

LANGUAGES

English
Kannada
Tamil
Telugu
Hindi

PERSONAL INTERESTS

Playing Cricket
Playing Badminton
Watching Cricket
Watching Tennis
Watching Kabadi

PERSONAL INFORMATION

Birthday

November 18, 1989

Gender

Male

Marital Status

Single Father's

Name

Mr.Chandra N

Nationality

India

PROFILE •

Looking for Assistant Manager Position where I can help facilitate daily missions, execute various tasks a link between assigned senior manager and peers

EDUCATION

Commerce, Bachelor of Commerce, **Completed**,
Mangalore University
Karnataka

WORK EXPERIENCE

Feb 2020 - Present
Senior Team Lead
Team HR Pvt Ltd

- Oversee day to day operations and work of lower level staff.
- Ensure compliance to organizational standards, including safety standards and client or customer communications
- Monitor and provide feedback to managed staff to effect improvements in organizational goals
- Manage reports and personnel documents, including payroll
- Assist in interviewing applicants and confer with senior-level management on hiring process
- Proven leadership skills with a history of effective management
- Self-motivated and detail-oriented, with notable experience handling multiple projects and tasks
- Strong interpersonal and communication skills, with a proven ability to positively interact with staff and clients
- Willingness to work extended hours and be on-call for other duties, as needed
- Developing need based training modules for developing multi skilled workforce for cross utilization within sub processes for optimum efficiency.
- Implemented various policy to streamline work procedures and processes Introduced programs and systems to enhance operational efficiency.
- Work with client teams to understand client objectives, challenges and needs in the social space.
- Provide regular solution based on reports for management that measure the effectiveness of the assigned function
- Development and implementation of strategies to meet Clients satisfaction goals and devising innovative ways to provide superior service

June 2018 - Jan 2020
Team Lead Operations
Accenture

- Monitor and track the performance with respect to SLAs, Client satisfaction (internal & External).
- Setting and meeting performance targets for accuracy, efficiency and quality and ensuring meeting Client SLA.
- Develop and monitor the performance standards of the team against planned objectives, reports from Clients.
- Executive activity plans, identify deviations from the plan and recommending corrective actions to improve any unfavorable results.
- Manage and implement regular internal meeting including follow-up to achieve goals set.
- Undertaking responsibilities of removing unnecessary procedures in processes ensuring uniformity in the process understanding at the client's and the organization's end.
- Manage internal process audits & process reviews for ensuring strict adherence to the process parameters / systems as per defined guidelines.
- Developing need based training modules for developing multi skilled workforce for cross utilization within sub processes for optimum efficiency.
- Implemented various policy to streamline work procedures and processes Introduced programs and systems to enhance operational efficiency.
- Competently various managed internal and external communications responsibilities.
- Continuous follow up to ensure that updates are implemented by on policies on regular basis
- Work with client teams to understand client objectives, challenges and needs in the social space.
- Provide regular solution based on reports for management that measure the effectiveness of the assigned function
- Regularly feedback insights gained from social media monitoring into teams, to help them evolve their strategies in a timely fashion.
- Development and implementation of strategies to meet Clients satisfaction goals and devising innovative ways to provide superior service

June 2016 - June 2018
Team Lead Operations
Paytm (One 97)

- Assisting the manager in organizing, planning and implementing strategy Ability to function both in start-up like environments and large matrix's organizations
- Project management skills with an excellent ability to organize complicated tasks and issues.
- Assist in interviewing, recruiting, induction, training, performance evaluation, promotion and termination activities
- Coordinating & address retail store operations issue on timely fashion Analysis the flow of Inventory
- Generate operational reports for management as needed FTD, MTD & YTD
- Track the progress of daily, weekly, monthly, quarterly and annual objectives
- Strong analytical, communication, and organization skills to facilitate cross functional interaction
- Develop Productive and achievement oriented working environment for employees.
- Supervise operations team to ensure operational excellence Educate operations team on best practices, company policies and service excellence standards
- Develop and maintain operational guidelines for staffs. Oversee operational cost, risk and audit activities.

April 2013 - May 2016

HR Executive

Accrue India Pvt Ltd

- Implementing the organizations recruiting strategy
- Analyzing the requirement of organization.

- Analyze the quality people and contact them through phone, Email. Interviewing applicants
- Administering Pre-employment tests
- Recruit the people and perform various recruitment steps.
- Maintain the existing employees and take the feedback from them.
- Make the coordination with various departments.
- Present the suggestions for the seniors of employees and implement their order.

October 2011 - April 2013

HR Assistant

Tata Global Beverages

- Analyze the quality people and contact them through phone, Email Interviewing applicants
- Administering Pre-employment tests
- HRIS reports Issuing
- Offer letters Induction program
- Recruit the people and perform various recruitment steps.



I, Avinash C, hereby declare that the information contained herein is true and correct to the best of my knowledge and belief.

Signature

Avinash C