

Saravanan M

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OBJECTIVE:

Seeking a challenging\inspiring role where I can utilize my knowledge and experience. Strive professionally to achieve the best results for the company and myself in the process of developing my skills. I wish to do this by my strong faith in teamwork and deliver best to the company

CURRENT ROLE: Senior Process Associate

Total Experience – 8.5 years

Market Research – AC Nielsen – 5 Years of experience

Job Details: Requested to prepare reports based on the Client Requirements, Quality Analyst, System Management, Training for New Joiners.GB Certified.

RESPONSIBILITIES:

- Leading, mentoring & monitoring the performance of team members to ensure efficiency in process and meeting of individual & group targets
- Managing resources to meet daily delivery schedules and prompt resolution to all client queries.
- Ensure the team meet Service Level Agreements
- Prepares and maintains team utilization, shared with stake holders and higher management.
- Performing root cause analysis.
- Do a deep dive in the process in order to locate the pain area of the process and try to automate or simplify the process steps which will eradicate manual work.
- Handling Business Continuity plan (BCP). Create and conduct drill activities as per the schedule.
- SPOC for all kind of Process related Audits.
- Worked on Ad-hoc data request and Managing Seating & system details, Software addendum sign off and tool installation activities.
- Trainer for the new joiner and explaining the client requirements, Quality and SOP's.
- Determining training needs of employees; conducting suitable training programs to enhance their operational efficiency leading to increased productivity.
- Co-ordinate with the solution team and involved in creating the macros for end to end project to simplify the manual intervention.

RESUME

- Performed as a quality analyst and ensure to deliver all the reports with 100% accuracy.
- Done database merge in mainframe as an additional requirement from client.
- Calls and email with clients for clarify doubts & requirements.

E-Commerce/Retail Domain – 2 Years of experience:

Job Summary: Pilot Project Transition, Team Members Allocation for work, Daily Deck for Production and Quality, Team Management, Back up Team Lead, Automation in tool.

Responsibility:

- Interacting with clients to get transition on more than 100 clients.
- Understanding the client requirements and documenting everything for continuous process flow.
- Creating the SOP, RCA and Checklist for maintaining the accuracy and productivity.
- Handle 5 members team to achieve daily targets with good accuracy and conduct knowledge sharing session to entire team.
- Supported in creating automation tool for the new set of clients.
- Training for the new associates and tracking their progress.
- Quality check for daily deliveries without missing the SLA
- Work allocation for the associates and tracking the individual on target completion.
- Involved in creating macros and provided ideas to simplify the work.
- Worked in Python platform for the tool enhancement

AXA - Insurance Domain – 1.5 Years of experience- IT

Job Summary: Developer-AS400, Mainframe, Team Management, Python II, Job monitoring & scheduling.

Responsibility:

- Problem handling – identifying the issue in code by debugging the various programs to fix the issue.
- Having daily calls with clients to explain the status of the problem and providing the estimation to complete.
- Calls with testing team to explain the fix and following up them to complete the testing part for the expected release.
- Involved in training on various platform like Java, Python II.
- Interacting with the onshore support peoples on calls to complete the requirements and clarify the errors.

RESUME

- Triggering the jobs on daily, weekly & monthly basis and sending the status reports to clients.

KEY SKILLS:

SERVICE DELIVERY:

- Meeting service goals with available resources.
- Ability to work well with all levels of the organization.
- Proficient with MS Office
- Excellent oral and written communication skills.

PERSONAL:

- Good in building rapport with customers and team members in a short span of time
- Quick Learner & strong team player
- Being a Motivator for others
- Strong in Communication & Flexible

TECHNICAL SKILLS:

Tools	MS Office Suite, Mainframe, Developer - As400 ,Python II
Domain Experience	Market Research – AC Nielsen – 4.5 Years Retail – AC Nielsen – 2 Years Insurance – AXA – 1.5 Years(IT)
Business Development	1. Do a deep dive in the process in order to locate the pain area of the process and try to automate 2. Providing solutions and ideas to client & team members in order to simplify the process and also make sure to sustain 100% accuracy and on-time. 3. Six Sigma - Green Belt Certified and worked on some of the other GB Projects. 4, Python II(Course completed)

RESUME

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Achievements & Awards:

Title	Category	Sub-Category	Received On
Nielsen Gold Award	Client Awards	Monthly Awards	Sep'14, Oct'14
Start Performer	BPS Awards	Monthly Awards	Aug'16
Performance Link Reward (5)	BPS Awards	Monthly Awards	Jul'12, Jan'13, Jul'13, Oct'13, Nov'13, Mar'15
Service & Commitment Award (2)	Service Awards	Service Awards	Mar'14, Mar'16
Special Initiative Award (2)	Special Initiative	Special Initiative	Jun'13, Oct '13, Sep'16, Dec'17
BPS Champions League - Team Award	BPS Awards	Quarterly Awards	APR'17

CERTIFICATIONS:

Title	Version	Acquired On	Expires On
Six Sigma Green Belt Certified	1	Aug'14	-

EDUCATION QUALIFICATION:

Qualification	Subject	Percentage

RESUME

BCA.,	Computer Science	56%
HSC	Computer Science	66%
SSLC	-	67%

PROFILE:

Date of Birth : October 21 '1988
Sex : Male
Nationality : Indian
Marital Status: Married
Date of Joining: March 21 '2011
Designation : Senior Process Associate
Location : Chennai

DECLARATION:

I hereby declare the above information's are correct to the best of my knowledge

Place: Chennai

Date:

Saravanan M