No 1/176-L, Vasancity, **Saravanan K**

Somarasampettai, E-mail:Saravanan.kandhavel.@gmail.com

Trichy – 620102.

Mobile No**: +919600986881**

**+919843691272**

**Objective:**

“To constantly innovate, visualize, conceptualize and implement strategies that revolutionize processes and procedures in any industry. I see and hope to be a person setting standards and being a valued employee to a firm that believes it can be the best while I aspire for large responsibilities, which would help in reaching the zenith of my career.”

**Professional Experience:**

General Manager

Pamro International - Chennai

Process Leader Apr 2009 – 2016

* Motivating the team to achieve KRA’s like AHT, IQ...etc
* Recruiting new associates according to process needs
* Training new associates product knowledge through client module
* Making process and team reviews every quarter
* Guide the all team's as well as process KPI's

Team Leader Apr 2009 – 2014

First source Solutions – Trichy

* Handling a team of 18 to 25 as well as Process KPI’s
* Motivating the team to achieve KRA’s like AHT, IQ...etc
* Recruiting new associates according to process needs
* Rostering manpower according to client requirement
* Training new associates product knowledge through client module
* Handling client and customer’s escalations in process
* Report generation for operations
* Making process and team reviews every quarter
* RTQM & Break management
* Helping Support functions to finish their targets.

Customer Care Executive Apr 2007– Mar 2009

First source Solutions – Trichy

My responsibilities started from taking calls and handling customer’s escalation also helping the team to achieve team targets.

**Educational Qualification:**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Qualification** | **Institution Studied** | **Education System** | **% age of marks** | **Month and year of passing** |
| **D.EEE** | **Government Polytechnic College** | **Government Polytechnic College** | **85** | **April 2007** |
| **10th Std** | **St. Joseph’s HSS** | **State board of education** | **88** | **April 2003** |

**Computer Proficiency:**

**Computer-proficient performer with expertise in MS Windows 95, 98, NT, 2000 Pro, XP, MSOffice 97, 2003, XP (Word, Excel, PowerPoint, Access, Project, Outlook), MS Internet Explorer, Adobe Acrobat, and Internet Sav**vy

**Achievements at Firstsource**

* Awarded best Performer for 2008-2009 year in Angikaaram
* Won 5 platinum awards for performance
* Won 3 gold awards for performance at 2008
* Won 2 times punctuality awards
* I got promoted as an TL in 2009
* Achieved 0% attrition for nine months continuously from Dec 09 to July 10 (Prepaid)
* Process Topper for four months continuously among 21 teams.

**Interests:**

**Playing cricket, Listening to Music,**

**References:**

**Will be furnished upon request**

**Personal details:**

Date of birth : 17th July1987

Age : 33

Gender : Male

Father’s name : M.Kandhavel

Languages Known : English and Tamil

**Declaration:**

I here by declare that all the statements made above are true, complete and correct to the best of my knowledge hand belief.

Dated: 21-09-2020

Station: Trichy (SARAVANAN.K)