

arjun ks  
Senior Program coordinator - oracle India Limited

Bangalore City, Karnataka - Email me on Indeed: [indeed.com/r/arjun-ks/8e9247624a5095b4](https://www.indeed.com/r/arjun-ks/8e9247624a5095b4)

Seeking a position in a company where I can use my familiarity of the field and my educational background for the profit of the company. My individuality as well as past know-how should help me in causative to the overall intensification of the company.

Snaps

Expertise, Certification and Training

- ☒ I am a Post Graduate in MBA with a total work experience of 6.8 years
- ☒ 3.3 years in IT. Currently working as a Senior Program coordinator.
- ☒ 3.5 years in BPO voice support,
- ☒ Good work ethics with excellent communication and interpersonal skills.
- ☒ Capable to delve into the new leading Technologies.
- ☒ Pro active and self starter with the great ability of leadership.
- ☒ Ability to work well in both a team environment and individually.
- ☒ Able to handle multiple projects under tight deadlines.
- ☒ Able to develop excellent rapport with peers, professionals and managers.
  
- ☒ Trained on PMP (project management professional) Course
- ☒ Diploma in Office Application {Ms-excel, Ms-word & Ms PowerPoint}
- ☒ Diploma in Tally 9.0
- ☒ Milestone 2.0 from Infosys
- ☒ Coach the coach from Infosys
- ☒ Analytical ability from Infosys
- ☒ Diffusion skills from Infosys
- ☒ Personality development program from Bouyance
- ☒ National entrepreneurship network training from NEN

Willing to relocate to: Bangalore, Karnataka

WORK EXPERIENCE

senior program coordinator

oracle - Bengaluru, Karnataka -

2014 to Present

Managing Oracle's LMS system and assist all processes supporting Employee/Partner trainings, registrations, and online publication, also provide support for Oracle's LMS systems.

Process Specialist

Infosys - Bengaluru, Karnataka -

<https://www.indeed.com/r/arjun-ks/8e9247624a5095b4?isid=rex-download&ikw=download-top&co=IN>

July 2011 to December 2014

#### Responsibility Areas:

- = Daily, Weekly and Monthly performance monitoring.
  - = Quality monitoring of advisors and to identify area of improvement.
  - = Customer satisfaction monitoring and providing feedback to improve customer experience.
  - = Facilitating interactions with various support functions such as HR, Command centre (work force management team), finance, and transport teams.
  - = Preparing Balance Score Card for the associates.
  - = Matching the contract of the client and rostering agents.
  - = Manage sectors on a shift basis.
  - = Seat utilization plan. (Physical Resource allocation)
  - = Coaching and mentoring the team members to improve on productivity and accuracy.
  - = Holding Process review meetings with the senior management to review performance on an ongoing basis.
  - = Imparting training to team members on regular basis.
  - = Mentor new team leaders on the Floor. Has been a technical training resource for all New Hires including Team Leaders.
  - = Have been conducting the Operations orientation programs for the new joiners on the floor.
  - = Manage escalated customer enquiries / complaints, Share best practices across the
  - = Process & facilitate process improvements initiatives.
  - = Monitoring and evaluating the existing processes, performance and SOPs of each agent against committed SLA's.
- Imparting timely feedback and reporting to the India and UK leadership team on process.

#### EDUCATION

mba in human resource

sikkim manipal university - Bengaluru, Karnataka

June 2012 to June 2014

B.COM. in Marketing, Accountancy

College Bangalore University - Bengaluru, Karnataka

2011

#### SKILLS

PMP trained six sigma yellow belt

## LINKS

<https://www.linkedin.com/in/arjun-k-s-31388627/>

## ADDITIONAL INFORMATION

### Areas of Expertise

<https://www.linkedin.com/in/arjun-k-s-31388627/>

- ☒ Part of Recruitment team to hire process executives for Organization.
- ☒ Possess excellent interpersonal, communication and organizational skills with proven abilities in team management, customer relationship management and planning.
- ☒ Able to coordinate with different support teams like Training, MIS, Technology and Quality to successfully implement projects
- ☒ Able to manage teams as per SOPs (Standard Operating Procedures) ISO [...] and ensure compliance to SLA's and international standards.
- ☒ Overseeing operations and ensuring achievement of desired objectives.
- ☒ Driving day-to-day functions with key focus on bottom line profitability by ensuring optimal Resource utilization.
- ☒ People Management & Team Building
- ☒ Training, development, work allocation & goal setting and performance appraisal of executives.
- ☒ Putting systemic quality monitoring procedures in place to ensure SLA's are met & exceeded.
- ☒ Anticipate, organize & present information needed by management & client. Putting Security measures in place to ensure information security & data integrity.

### Achievements

Multiple appreciations from Managers and Requesters for being customer centric and proactive

- ☒ Throughout the carrier rating was "Significantly above the peer group"
- ☒ Received number of appreciation mails from client and as well from management.

### Professional Competence

- ☒ Hardworking Team Player with good communication & interpersonal skills.
- ☒ Mentored new joiners, organized sessions and training for the process.
- ☒ Willing to learn new concepts and take up larger responsibilities.
- ☒ Have good understanding of SLA and how they relate to my performance in order to deliver according to client expectations.
- ☒ Have working knowledge of staffing practices at the shift level to manage staffing to meet day to day needs.
- ☒ Have broad understanding of complaint handling guidelines and procedures in use to resolve and/or escalate relevant issues.
- ☒ Have proactively identified opportunities to exceed goals and targets, recovered from setbacks

quickly, and identified newer ways to optimize resources needed to attain objectives.