

KATHIRAVAN M D
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Address:
C-23, Welder Street,
Block-18, Neyveli-607803

OBJECTIVE

Utilizing my skills for the growth & development of the company and to leave no stone unturned in ensuring that I discharge all my duties to the utmost satisfaction of my superiors.

EDUCATIONAL QUALIFICATION

YEAR OF PASSING / COURSE	BOARD OF EXAMINATION	SCHOOL / UNIVERSITY	MAJOR	AGGREGATE
March 2011 / SSLC	CBSE	Jawahar Higher Secondary School, Neyveli	NA	8.8 GPA
March 2013 / HSC	Tamil Nadu State Board	Jawahar Matriculation Higher Secondary School, Neyveli	Computer Science & Mathematics	89 %
April 2017 / B.E.,	NA	College of Engineering Guindy, Anna University	Industrial Engineering	6.67 CGPA

WORK EXPERIENCE

COMPANY	DESIGNATION	DOMAIN	DURATION
eNoah iSolution India Pvt. Ltd., Chennai	Associate	BPO – International (Banking – Non-Voice)	2 Years

KEY RESPONSIBILITIES

- Monitoring overall functioning of processes, identifying improvement areas and implementing adequate measures to maximize overall customer experiences.
- Organizing MIS of customer complaint/production/Quality-Internal & External reports and presenting the same report in daily/monthly review
- Handling Client and Internal escalations/meetings over through Phone and e-Mails

AREA OF EXPERTISE

- Underwriting/Credit Analysis/Testing
- Customer Service and Relations
- Process and Productivity Improvement
- Leadership, Training & Supervision
- Root Cause Analysis

COURSES COMPLETED

- Honors Diploma in Computer Programming (HDCP)
- CSC/VLE operator in Tamil Nadu e-Governance Agency

ACHIEVEMENTS

- “Star of the Month” Award for couple of times in eNoah iSolution Pvt Ltd.
- “Star of Towers” for contribution towards the betterment of club in the year 2017-18.
- NCC “C” certificate holder for completing three years of service.

RESPONSIBILITIES UNDERTAKEN

- Joint Secretary of **Rotaract club of Chennai Towers** for the year 2018-2019.
- Petty Officer Cadet of **NCC NAVY - CEG** (C certificate holder)
- Founder of **Halo Wings** – An Awareness Marathon Event by NCC Navy CEG
- Treasurer of **Rotaract club of CEG**
- Design Head in **Society of Industrial Engineers**
- Media Executive in **Kurukshetra 2016**
- Executive Member in **Siruthuligal Charity Club of CEG**

PERSONAL PROFILE

Name	:	Kathiravan M D
Date of Birth	:	12-11-1995
Sex	:	Male
Marital Status	:	Unmarried
Nationality	:	Indian
Father's Name	:	Deivanayagan M
Mother's Name	:	Sumathi D
Languages Known	:	English, Tamil & Hindi
Hobbies	:	Playing Cricket & Photography

DECLARATION

I hereby declare that the above particulars are correct and true to the best of my knowledge.



Date:

[M.D.KATHIRAVAN]