

# SANTHOSH VISWANATHAN

**Phone:** 8012964729

**Email:** santhoshv1994@gmail.com

## **PROFESSIONAL SUMMARY**

Innovative, forward-thinking "Process Analyst Process Associate, Voice (Customer Service Representative) Customer Support Executive (Emails and Chats) with 4.4 years of experience in the field. I have worked in a Core Automation Company as a HR Recruiter and Admin for 2.3 years. Also have a wide experience in the areas of assisting organizations in increasing performance and achieving operational goals. Strong intrapersonal and communication skills, expert in conducting negotiations, and ability to interact with employees of all levels. Consistently strives for excellence while upholding policies, procedures and regulations.

## **VSERVE EBUSINESS SOLUTION COIMBATORE FROM APRIL 2022 TILL JUNE 2023**

- I work as Customer Support Executive for "The Swann Security System".
- I work for Australian Clients as well as UK and US.
- I am the only point of contact for a Swann Project for our EBay Retailers.
- I do QC for our Team and I also analyse a root cause for various barriers which get through our process.

## **HR RECRUITER AND ADMIN AT RK AUTOMATION FROM NOVEMBER 2019 TO FEBRUARY 2022**

- Analysing the potential candidates to run VMC and CNC Machines.
- Recorded the Journal and Ledger accounts for all the in and out transactions.
- Maintaining record for all the transport details.
- Maintaining records for all the vendor ship.
- Getting connected to the machine shop and maintaining the free flow of orders provided.

### **THE MEDUSIND SOLUTIONS COIMBATORE FROM MARCH 2019 TO SEPTEMBER 2019**

- Was in Voice Process dealing with Our US Clients.
- Was Scheduling the Appointment to the Dentist for the Patients Tooth Problems and Major and Minor Surgeries.
- Use to update all the records which were provided by the Insurance Office Representatives.
- Update all the Records as per the Protocol given by the Concern.

### **THE TATA CONSULTANCY SERVICES FROM 2015 JULY TO APRIL 2018**

Designation	:	Process Associate in <b>Bank of America Domain</b> (Band-1)
Branch	:	TCS, Siruseri branch, Chennai
Duration	:	2 years 1 month (From 2015 July to August 2017)

### **Citi Bank Project in TCS:**

Designation	:	Process Analyst (Band-1)
Branch	:	Spencer Plaza branch, Chennai.
Duration	:	September 2017 to 10 <sup>th</sup> April 2018

### **Overview of Job:**

- Working as a process associate in origination process of Mortgage domain.
- As a pre underwriting process we need to classify the customer's loan documents and gets it uploaded in bank's portal.
- We receive documents from direct clients through mail, if any discrepancy is in their mail we need to communicate the client to send the valid documents.

- We should have the proper knowledge of the documents, then only we can able to validate it and helps the underwriters to decide whether approve or cancel the mortgage loan of the customer and finally we give proper documentation as per SLA.

#### **Responsibilities at Tata Consultancy Services:**

- Supporting the workflow in order to fulfil the client requirements within prescribed period.
- Doing QC as a part of QC team to ensure deliverables without defects.
- Should make a quick reaction towards the work given and make work accordingly to the scheduled TAT timing.
- Should give out the possibilities and the route cause for the work pending and for the work which should be done.
- Interaction during client calls.
- Backend Operations and Human Resource Recruitment.

#### **EDUCATION:**

Course	Institution	Period	Percentage (%)
<b>B Com(CA)</b>	Dr. N.G.P. Arts & Science College, (Coimbatore).	2012-2015	64%
<b>12<sup>th</sup></b>	Dr. PGV Matric Hre Sec School Chinnathadagam.	2011-2012	72%
<b>10<sup>th</sup></b>	Ramsun Private Institution Thudiyalur Coimbatore.	2009-2010	54%

**PERSONAL DETAILS:**

Name	:	Santhosh
DOB	:	05-06-1994
Father's Name	:	Viswanathan
Nationality	:	Indian
Marital status	:	Single
Languages known	:	Tamil, English (Read Write Fluent).

**Declaration:**

I hereby declare that the above given information are true and I will be responsible for any false Statement.

Sincerely,

Santhosh V.

Place:

Date: