

Kalai Selvi



Coimbatore, India, 641019



979 020 6169



kalaivb@gmail.com

Process Associate experienced in identifying and coordinating process improvement initiatives that incorporate best practices and standard operating procedures. Skillfully identifies, plans and implements prioritized projects for organizational transformation. Advanced proficiency and demonstrated skill managing and driving multiple projects with minimal supervision.



Skills



Organization and Time Management



Excellent



Teambuilding



Excellent



MS Office



Excellent



Good Teaching Skill



Excellent



Written Communication



Excellent



Problem-Solving



Excellent



Voice care



Excellent



Work History

- **Montessori Teacher, Mount Litra Zee School, Karur**

- Facilitated pupil progress through exploratory play and learning, developing inquisitive, engaged children.
- Built and nurtured positive learning environments, aiding pupil engagement and enjoyment.
- Maintained faultless health and safety standards across learning settings, consistently achieving top ratings.
- Ensured thorough child safety and security, implementing necessary safeguarding practices for optimized care.



- **Process Associate & Assistant Quality Check**

Visionetsystems, Coimbatore, Tamil Nadu

- Supervised processes to eliminate weak points or bottlenecks in business operations.
- Assessed products or services to evaluate conformance with quality standards.
- Implemented continuous improvement metrics to streamline workflows and reduce waste.



- **Customer Care Executive**

Velan Info Services, Coimbatore, Tamil Nadu

- Collected customer information and analyzed customer needs to recommend potential products or services.
- Assigned and designated job territories to customer care staff according to performance and history.

- **Chat Support Executive**

24/7 Customer Care, Bangalore, Karnataka

- Identified process enhancements to reduce inconsistencies and drive improvements to support ongoing company success.
- Built strong relationships with field operations team to support business development opportunities and improve service.
- Coached employees to develop strong customer support skills to minimize process issues and meet customer expectations.



Education

- **Bachelor of Science: B.Sc Chemistry**

PSG College of Arts And Science - Coimbatore



Languages



Tamil



Excellent



English



Excellent



Interests

- Reading Books
- Pets



Software

- C++



Excellent

- PGDCA



Excellent