Ramachandran C Gopalan

Electronic City, Bangalore – 560 100

Email : ramachandrancg100@gmail.com

Contact: +91 7259130469

<www.linkedin.com/in/ramachandran-gopalan>

Am highly skilled Office Administrator with over 12 years of experience in efficiently managing administrative operations.Possesses excellent communication and interpersonal skills, enabling effective collaboration with cross-functional teams and at all levels. Committed to maintaining confidentiality, upholding high ethical standards, and consistently achieving organizational objectives. A resourceful problem-solver with a keen eye for detail and a track-record of exceeding expectations in fast-paced, dynamic environments.

**Professional Experience**:

**Officer’s Assistant**

**Income Tax Department- Head QuartersBangalore. Working for Third Party Role (July 2021 – To Present)**

* Emails to taxpayers
* Extracting the emails
* Segregating emails to the respective department
* Letters drafting, sending emails to respective offices.

**Virtual Assistant**

**BizAcumen Research - (part-time remote) worked for the period of Nov 2020 – Nov 2021)**

* Utilize various search engines, databases, and online resources to collect and compile data, ensuring its accuracy and reliability
* Evaluate and validate the credibility and relevance of the information obtained, ensuring it meets the specific requirements and objectives.
* Conduct comprehensive web-based research to gather data and information on specified topics, industries, competitors, market trends, and other relevant areas.

**Office Coordinator Cum Administrator**

**Escon Elevators Pvt Ltd, Bangalore (Sept 2016 – Mar 2020)**

* Project Coordinating for Installation Department and Administration
* Interact with direct clients and through emails, phone and rectifying the problems
* Preparing Daily Reports, collection Reports, Contractor Bills, Work Orders, Inward & Outward material Challan, MIS, Monthly Planning and Quarterly Planning Reports, Material Requisition and follow-up.

**Customer Support cum Administrator**

**Universal Insurance Brokers Pvt Ltd, Bangalore (April 2011 – Dec 2015)**

* Claims Handling: Guide customers through the claims process, documenting necessary information, and initiating claims as required. Collaborate with insurance providers, adjusters, and other parties involved to facilitate timely claims resolution.
* Problem Resolution: Address customer complaints and resolve issues promptly and effectively. Investigate concerns, escalate problems when necessary, and provide appropriate solutions to ensure customer satisfaction.
* Documentation and Data Entry: Maintain accurate customer records and documentation. Enter relevant information into the office database, ensuring confidentiality and data security.
* Continuous Improvement: Identify opportunities for process enhancements, customer service improvements, and overall efficiency. Provide feedback to management to drive organizational growth and deliver exceptional customer experiences
* Customer Assistance: Respond promptly and professionally to customer inquiries via phone, email, or in-person visits. Provide accurate information about insurance policies, coverage options, claims processes, and billing procedures.

**Data Analyst**

**Maxval-IP Ventures Private Ltd, Coimbatore (Jan 2010- Feb 2011)**

* Meeting of tem and individual targets
* Completing the task before the deadline

**Customer Service Executive**

**Intelenet Global Services Pvt Ltd, Chennai (April 2007 – April 2009)**

* **Risk Assessment** Assess customer risk profiles based on various factors, such as transaction volume, nature of business, geographic location, and regulatory requirements. Apply risk-based approaches to ensure appropriate AML measures are implemented for each customer.
* **Investigation and Reporting** Conduct thorough investigations on flagged transactions and suspicious activities, collaborating with the AML team and other relevant departments. Prepare detailed reports and documentation for suspicious activity reporting, following internal protocols and regulatory requirements.
* **Transaction Monitoring**Monitor customer transactions and account activities for potential money laundering indicators, such as large cash deposits, unusual patterns, or high-risk transactions. Identify and escalate suspicious activities to the appropriate internal departments.
* **Training and Awareness**Assist in providing training and awareness programs to employees regarding AML regulations, policies, and procedures. Stay updated with the latest industry trends, regulatory changes, and best practices in AML compliance.

**Achievements:**

* Got “Best Performance” award from Barclays Bank for Process Transition in UK Short-listed as a process trainer within a span of 3 months.
* Continuously 3 times rates as “GOOD” grade in Intelenet Global Services, Chennai.
* Certified from Nalanda Intuition for Training completed for Insurance Brokers - in Universal Insurance Brokers.

**Education:**

* BCS (Corporate Management), Bharthiar University, Coimbatore.

**Skills:**

* **Internet Browsing** Competent in using web browsers like Google Chrome, Mozilla Firefox, or Microsoft Edge to browse the internet, search for information, and navigate websites efficiently.
* **Email Communication** Proficiency in using email clients like Microsoft Outlook, Gmail, or Apple Mail to compose, send, and manage emails. Familiarity with features such as creating folders, attaching files, and organizing email conversations.
* **Word Processing** Basic skills in using word processing software like Microsoft Word or Google Docs to create and format documents, including typing, editing, and spell checking.
* **Spreadsheets** Familiarity with spreadsheet applications such as Microsoft Excel or Google Sheets for basic data entry, creating tables, and performing simple calculations.
* **Presentations** Competent in creating basic presentations using software like Microsoft PowerPoint or Google Slides, including adding slides, formatting content, and incorporating visuals.
* **File Management** Understanding of how to navigate through file systems, create folders, and organize files and documents effectively on your computer.
* **Printing and Scanning**Proficient in using printers and scanners to print documents, make photocopies, or scan files for electronic storage or sending via email.
* **Internet Research** Ability to perform basic online research using search engines, evaluate sources, and gather information from various websites.
* **Basic Troubleshooting** Knowledge of common computer issues and the ability to perform basic troubleshooting tasks, such as restarting devices, checking connections, or resolving minor software problems.

I hereby declare that the information and facts stated above are true and complete to the best of my knowledge and belief.

