

Curriculum Vitae

Name : Surendran Vasigaran

Objective : Seeking a challenging and good opportunity in human resource and administrative field will give my best to archive my goal to be in higher position.

Personal Particulars

Age : 26 years Date of Birth : 9th february 1989

Nationality : Malaysia Gender : Male

Marital Status : Single IC Number : 890209-08-6093

Permanent Residence: Malaysia

Height : 176cm Weight : 85kg

Contact Information

Current Address : No 35, Jalan Pluto,U5/144 Seksyen 5 Shah Alam
Selangor Darul Ehsan.

Tel (Mobile) : 6016-369 6535

Email : suren.nis@gmail.com

Educational Background

Highest Education

Level : Bachelor's Degree (American Degree Program)

Field of Study : Finance/HR

Institute/ University : SEGi College,Subang Jaya

Located In : Subang Jaya, Malaysia

Current (CGPA) :3.9

Second Highest Education

- : Pre-University
Sijil Tinggi Pelajaran Malaysia (May 2007-Dec 2008)
SMK Sultan Abdul Aziz Teluk Intan ,Perak
Pass with 3 principles
- : Upper Secondary School (Jan 2005-Dec 2006)
Sijil Pelajaran Malaysia
SMK Seri Setia
Pass with 11 principles
- : Lower Secondary Level (Jan 2002-Dec 2004)
Penilaian Menengah Rendah (PMR)
SMK Seri Setia

Working experience

Xerox Malaysia

Amgen (Business Analyst) (Jan 2015 – Current)

- Analyzes business processes and performs needs assessments in an effort to align information technology solutions with business initiatives.
- Interprets business needs and translates them into system requirements.
- Writes business specifications and forwards to technical staff for system development.
- Interprets systems specifications to develop, maintain and support automated business processes.
- Provides technical expertise in identifying, evaluating and developing systems and procedures that are cost effective and meet user requirements.
- Configures system settings and options, plans and executes acceptance testing, and creates specifications for systems to meet business requirement

Xerox Malaysia

Eli Lilly (Team Lead)

Team Lead (Nov 2014- Dec 2015)

- Assist in registering Neo to the new hire
- Add new staff into the system
- Assign staff into session that they have to complete
- Handle staff incentive
- Handle Service Now portal
- Work on Plateau System
- Reply emails on complains from client
- Create online courses (Code of Business Conduct)
- Assign MTM to the staff that had completed the session
- Handle Basic Accounts
- Create session and course
- Create Temp ID for new staff
- Generate completion report in Plateau System
- Handle staff Termination
- Handle staff leave
- Manage team on daily production

Xerox Malaysia

Allstate & American Express (Team Lead, A4 position)

Learning Admin Associate HR (June 2013 –Nov 2014)

- Assist in registering Neo to the new hire
- Add new staff into the system
- Assign staff into session that they have to complete
- Handle staff incentive
- Handle ITSM portal
- Assign MTM to the staff that had completed the session
- Handle Basic Accounts
- Create session and course
- Create Temp ID for new staff
- Generate completion report in Plauto System
- Merged ID's and Deactivate ID's
- Handle staff Termination
- Create online course

Fitness First Consultant

Admin Senior (May 2012-May 2013)

- Handle Monthly Dues
- Handle member enquiries and complain
- Assist staff in training
- Handle club Operation
- Hit sales target
- Handle membership

Air Asia Airline

Call Centre Supervisor (Jan 2008 – Sept 2009)

- Assist staff that deal directly with customers
- respond promptly to staff and customer inquiries
- handle and resolve customer complaints
- provide pricing and delivery information
- perform customer verifications
- help changing flight time
- rebook and cancel flight bookings
- record details of inquiries, comments and complaints
- manage administration
- communicate and coordinate with internal departments
- follow up on customer interactions

Colgate consultant (Part time)

Oral Care Consultant (Oct 2009 – April 2010)

- consult customer
- manage customer enquiry on Colgate product
- prepare sales report
- handled member complaint

Skills

Programming Languages: Office Access, Introduction of computer

Application Software: Microsoft Windows XP, Microsoft Office System, Microsoft excel
Dream Weaver, Internet, Email, and Website Design,

Languages

English: Speak Fluently and Read/Write with proficiency

Bahasa Malaysia: Speak Fluently, Read/Write with proficiency

Tamil : Native Language

Additional Information

Willing to Travel : Yes

Possess Own Transport : Yes

Driving Licenses Class : B2,D

Expected Monthly Salary : RM 3500-4500