**Bhuvaneswari PL**

F2, Block A, Ashoka Vijayalakshmi Enclave,

TKC 1st Cross Street,Uma Nagar, Peerkankaranai, Chennai -63

9840379988

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Objective

* To find a challenging career in which would enhance my skills to work in a competitive environment and care a winning edge for the organization.
* Emerging as a flexible person with high determination in achieving results and to gain expertise in the area of working.

EXPERIENCE SUMMARY

Having **5+ years** of experience in customer satisfaction, Market Research Techniques, Team handling skills and analyzing skills. Worked as a Regional Metric Lead for all the quality related tasks for whole Europe.

Professional Experience

**Organization: First SOURCE, TRICHY, tamilnadu.**

**Designation**: Customer Service Associate.

**Duration**: May 18/2009 – March 17/2010.

**Job** **Description**: Handling Customer Complaints and Requests.

**Organization: COGNIZANT TECHNICAL SOLUTION (CTS) , CHENNAI, TAMILNADU**

**Designation**: Process Executive-Data

**Duration** : March 22/2010- September 9/2011

**Job Description**: Health care –Claims Adjudication (I have been in online medical adjudication and transaction process, analysis of patient history and processing patient claim data’s in client database.)

**Organization: TATA CONSULTANCY SERVICES (TcS), CHENNAI, TAMILNADU**

**Designation**: Senior Process Associate

**Role**: Regional Metric Lead

**Duration**: September 28/2011- January 30/2015.

**Role Responsibilities:**

* Research about the businesses in US and its profile.
* Handling and supporting my team effectively
* Taking training to the team members.
* Doing all presentation and reporting tasks.
* Holding execution teams accountable for the implementation of action plans put against root causes
* Provides metric performance information in consistent and concise manner
* Leads, coordinates, executes projects/tasks within area of responsibility
* Performing all quality related tasks.

**ACHIEVEMENTS**

* Certified Professional of Healthcare.
* Certified Professional of Root Cause Analyst.
* Performed as a Team Leader for my project.
* NSS President in Holy Cross College.
* Fine Arts Secretary for the year 2008-2009.
* Indoor Events: Participated in many State Level Drawing and Painting Competitions.

Academics

2009 – 2011  **M.B.A in HR,** Bharathidasan University Distance Education, Trichy.**(60%)**

2006 - 2009 **B.Sc.,** (Mathematics with specialization in computer applications) in Bharathidasan University/Holy Cross College, Trichy**. (72.3%)**

2005 - 2006 **HSC** in Holy Cross Girl’s Higher Secondary School **(73.4%)**

2003 - 2004 **SSLC** in Holy Cross Girl’s Higher Secondary School **(90.4 %)**

**Personal Details**

**Gender :** Female

**Date of Birth :** 27/05/1988

**Father’s Name :** T. Palaniappan

**Marital Status :** Married

**Nationality :** Indian

**Languages Known :** English, Tamil.

**Declaration**

I hereby solemnly affirm that all the details provided above are true to the best of my knowledge and belief and that all times, I shall carry myself in a manner that lends dignity to the organization and worthy enough of the person.

Yours Sincerely,

**(PL. Bhuvaneswari)**