

CURRICULUM VITAE

HARIKRISHNAN.S

**Krishnakripa,
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OBJECTIVE:

To work with a reputed firm to gain relevant experience and expertise to enable myself to deliver the company with what it expects from me and at the same time to achieve the pinnacles of my goals by utilizing my talent.

WORK EXPERIENCE: 6 ½ Years.

1. Working in Sutherland Global Services (P) Ltd, Cochin as Subject Matter Expert (S.M.E), in a leading Credit Bureau of United States since 2nd November 2011.

Key Roles:

- Monitoring the Team in sales performance and driving the team to achieve set monthly target.
- Interacting with American clients through emails and telephone regarding several escalations and during weekly business review.
- Prepare agent stats report statements on a daily basis.
- Preparation and analysis of CSAT report generation.
- Auditing the calls of associates to make sure the quality as well as service is met in the right manner.

2. Regional Marketing Manager in FX OPTIMA SERVICES LTD, U.K which is a forex trading & portfolio management company in Chennai since 05-04-2008 to 10-10-2011.

Key Roles:

- Managing the team and achieving the given target for the month.

- Checking each associate for their given targets and ensuring that everyone is able to achieve the same.

REWARDS & ACHIEVEMENTS:

- Honored with SUTHERLAND PLATINUM AWARD thrice by the clients from year Jan 2012- Dec 2013 for extraordinary display of commitment to the core values.
- Was awarded for the OVERALL BEST PERFORMER FOR JFM'13 (Jan, Feb , Mar 2013) in the process.

ACADEMIC PROFICIENCY

- Doing Masters In International Business From Indian School Of Business Management.
- Bachelor of Arts (History) in 2010 from M.S University, Tamil Nadu.
- Plus – Two (Science) from Bharatiya Vidya Bhavan, New Delhi.
- S.S.L.C. – Kerala school , New Delhi.

TECHNICAL SKILL:

- Microsoft Windows XP/ Vista /Windows 7
- Good Knowledge of MS Office.
- Undergone computerized financial accounting (Tally) course).

PERSONAL PROFILE:

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|-----------------|---|--|
| Date of Birth | : | 24-02-1986 |
| Sex | : | Male |
| Caste | : | Hindu |
| Nationality | : | Indian |
| Marital Status | : | Married |
| Languages Known | : | English,Malayalam&Hindi (Read,Write&speak) |

PASSPORT DETAILS

Passport No. : J3108215
 Place of Issue : Cochin, Kerala
 Date of Expiry : 03/02/2021

DECLARATION

I here by declare that all the above details furnished are true to the best of my knowledge

Place:Ernakulam

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