**SUMMARY:**

Dynamic personnel aged 30 years carrying with an overall experience of 07 years in the field Banking Support Services (ITES). My core strength lies in adapting to changing needs and delivering results.

**WORK EXPERIENCE:**

**TEAM LEADER – SERCO GLOBAL SERVICES**

**BANKING & FINANCIAL SERVICES–(Jan ‘14 – Jan ‘15)**

Being directly responsible for my team’s performance and to ensure high service delivery and execution (SLA Management), also I have played key roles in process improvements to make it more robust and independent.

**Span of Control:** 20 Team Members

**Reports To:** Assistant Manager.

**Core Responsibilities**

* Responsible for service delivery (TAT, Quality SLA etc) of overall process.
* Responsible for leading the 20 team members includes Processors, Quality Auditor, Line Trainers, Work Flow & Process Experts to ensure smooth day to day operations.
* Partner with leadership to promote department revenue and business objectives.
* Attendance and Attrition forecast and Control (Retention).
* Performance Appraisal & Monthly One to One discussion.
* Develop leaders and teams that can shoulder high levels of responsibility by coaching, mentoring and motivating.
* Ensure all processes and procedures are in compliance as per internal controls.
* Responsible for measuring the daily process metrics and devise initiatives to improve the same.
* Implementation of quality processes and procedures in alignment with business objectives by adopting best practices from business needs.
* Informing Key Stakeholders of the progress and challenges and escalating issues where appropriate
* Recognize and reward performance to motivate the team members

**TEAM LEADER – BANKING & FINANCIAL SERVICES – STANDARD CHARTERED SCOPE INTERNATIONAL (Dec ‘08 - Jan ‘14)**

Transaction Processing Unit (Supporting UK, Singapore, Honkong and India) & Offshore HelpDesk. I had the responsibility of ensuring that all customer transactions, queries and complaints received from all channels are executed / resolved and replied in a timely and efficient manner.

**Span of Control:** 11 Team Members

**Reports To:** Assistant Manager.

## Core Responsibilities

* Assisted & Guided the Team in various day today activities to exhibit the true spirit of Teamwork & successful
* Completion of all tasks within the stipulated deadlines.
* Established an effective review and reporting process for the volume variances, month on month.
* Ensured implementation of various process improvements and change management initiatives based on MIS.
* Ensured comprehensive complaint analysis process in place.
* Provided regular Updates & Suggestions for Continual Process Improvement, as also initiate implementation of plans for internal process simplifications and conducting Training Sessions for the new recruits.
* End to End tracking of all request, queries, and complaints to improve the quality of service rendered.
* Establish healthy business relations with clients & external associates for securing repeat business & long term loyalty and work towards solving their queries and complaints efficiently
* Ensured smooth service delivery and customer satisfaction.
* Ensuring 100% compliance to Audit requirements, KYC & AML norms.
* Preparing of MIS on Weekly/Monthly basis for Senior Management, Finance & Service quality Team.

**Officer – BANKING & FINANCIAL SERVICES – ICICI BANK LTD (July ‘07 - Dec ‘08)**

**Reports To:** Branch Manager.

* At this position I am successful in multitasking skills with high analytical thinking Reconciliation and End-of-Day balancing of suspense GL's.
* Handling of fixed deposits Break & Reissue, Redemption of Deposits, Manual closure of Recurring deposits
* Opening and closure of FCY deposits for all NR customers’ PAN India.
* Issuance of Cashier order's for standing instruction & interest / maturity proceeds of FD/RD.
* Handling of outstation cheque clearance for PAN India.
* Opening and closing of Fixed deposit A/C & Saving bank A/C.
* Demand draft and pay orders, Fund Transfer
* Responsibilities in maintaining current A/C float.
* Responsibilities in maintaining branch petty cash expenses and ATM and internet pins.
* Updating integrated approvals for jewel loans and other expenses
* Achieving Business targets(ICICI Prudential Life Insurance)
* Generating exception reports ,FD value, irregularity reports on daily basis
* Handling query desk
* Above mentioned operations are dealing with banking software- FINACLE.

**Tele Caller Executive – Sen vision (November ’05 – June ’07)**

* Achieving Business targets
* Update the target achieved status and the call status in the excel on a daily basis.

**ACHIEVEMENTS**

* Awarded as an **Outstanding Team Leader of my cluster** for the year 2012.
* Annualized **Attrition Percentage is 2.56%** against the target of 35% (1 out of 39).
* Made improvements to the process and consistent in maintaining **100% TAT & Quality** for the last one year.
* Recognized by Head of Consumer Banking for contribution to the successful roll out of Core Banking System for India ­ eBBS.
* **BUSINESS CHAMP RISK TEAM** for exemplary team work with nil customer complaints or exceptions towards risk and audit requirements.
* Have initiated a **Skill Enhancement Academy** (SEA) through which **6 employees have got promoted** in my cluster between 2012 and 2013.

**EDUCATION QUALIFICATION:**

**Bachelor of Science in Madras University between 2002 and 2005**

**Post Graduate Diploma in Banking Operations from “INSTITUTE OF FINANCE, BANKING AND INSURANCE (2006 – 2007)**

**Persuading Master of Business Administration in Madras University**

**HSC in Aided Non Mission High School on (2000 – 2002)**

**SSLC in Matriculation Higher Secondary school on 2000**

**TECHNICAL SKILLS:**

* Very Confident in using **MS word,**PowerPoint,Excel& SharePoint

**AMBITION:**

Vision : To be a best performer by showing consistent performance

& to be at senior level management by 2018

Goal : To defeat my last best performance.

Mission : To add value to my Company business by providing

Cost-Effective, premium quality Customer Management

Services and be the preferred employee for my company.

**STRENGTH & SPECIALTIES:**

* Self Confidence
* Commitment
* Result Oriented
* Relationship Building
* Innovation & Creativity
* Leadership
* Can do Attitude
* Strong Customer Centricity
* People Management Skills
* Willingness to Learn
* Ability to Teach
* Ownership & Achievement

**INTERESTS AND ACTIVITIES:**

* Sharing my knowledge & thoughts
* Thinking Out of the Box
* Learning new things to groom myself
* Playing Cricket & Chess

**LANGUAGES**:

* English (Read, write & Speak)
* Tamil(Read, write & Speak)
* Hindi(Read & write)

**PERSONAL DETAILS:**

Name : Surendran Loganathan

Date of Birth : November 03, 1984

Nationality : Indian

Marital Status : Married

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**Surendran Loganathan.**