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| **Harihara Subramanian** | E-Mail | : | [harihara2287@gmail.com](mailto:harihara2287@gmail.com) |
| **HRD Consultant** | Phone | : | **+91 91763 18233** |

**Skills Synopsis**

A highly motivated, confident account manager with exceptional multi-tasking and organizational skills. Having extensive experience in identifying the customer requirements, delivery management and executing sales and marketing campaigns for key clients. Possessing a significant record of achievement in customer relationship management , business development, contrbution organization values, delivery execution, contract negotiation, interpersonal skills and team management.

**Experience Summary**

Have Three years of total work experience. Currently working with Sriram Value Services as Assistant Manager for Payroll Services. Worked for 2 years as Customer Care Manager with ING Vysya and Allsec Technologies as Customer Support Officer. Had chance to work with challenging clients and people and could pick good interpersonal skills, team work, leadership qualities, time management.

**Professional Experience**

**SHRIRAM VALUE SERVICES, Chennai, India (NOV, 2013 - Present)**

**Team Leader**

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| **Client** | **:** | ***Valeo Group, French Based Company*** | **NOV, 2013 – Present** |
| **Role** | **:** | **Assistant Manager for Payroll Processing, HRMS** |  |

Shriram Value provides employers the opportunity for improving CRM and HR performance through outsourcing. We offer an array of HRM and CRM services to reduce the costs of traditional models, while providing the highest quality of outsourcing services. Lower costs and better HR results, that's a winning combination. Our value to all the customers is impeccable with the best in service. The accounts that I handled are

* Valeo Group – French based company
* Ultramatics
* VXCeed
* Sofgen
* RPS Consulting
* RCS Group

**Handling multiple roles & Clients:**

Roles & Responsibilities:

* Working as a Team Lead
* Leading a team of 12 members
* Interaction with customers.
* Requirements gathering.
* Providing effort estimation & Payroll Management.
* Preparing wage bills and form 16 for clients.
* End to end client interaction.
* Status reports to client and management.
* Feedback from the customers.

**ING VYSYA BANK LIMITED, Chennai (SEP, 2011 – MAR, 2013)**

**Customer Care Manager**

**Branch Operations**

***Roles and Responsibilities***

* In charge of Transactions at Branch Level
* Maintaining Annual Service Report for Customers
* Technical discussion based on the product with Team members
* Resolving queries and problems based on the product to ensure customer satisfaction
* Payment collections / education customers on Loans for Education, Home, Cars, etc.
* Account opening, FOREX transaction / execution
* Transactions done in Currency Chest processed by the linked branch in Chennai
* Handled 3 Audits in Chennai and achieved satisfactory in all the cases

**Branch Sales**

***Roles and Responsibilities***

* Opening New Accounts and providing appropriate information on regulations and policies
* Assisting branch sales manager with identifying opportunities by viewing penetration reports, client profiles and other tools
* Managing weekly and monthly sales initiatives through active follow-up and tracking of success
* Conducting weekly activities in-and-around the branch premises to procure new clients
* Aggressively promote and sell Insurance products, exceeding sales targets by 9%every month

**ALLSEC TECHNOLOGIES PVT. LTD., Chennai**

**Customer Support Officer**

***Roles and Responsibilities***

* Credit collections through card for Monument Credit Cards, United Kingdom (GBR)
* Handling outbound sales calls for UJ COMPU Credit cards for existing clients and new clients.
* Facilitating online payment process and issuing statements for the same.
* Bringing innovative ideas to improve the collections process on a day- to-day basis

**Education**

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| **LEVEL** | **INSTITUTION** | **YEAR OF PASSING** |
| **SSLC** | Sri Sankara Vidhyashramam, Thiruvanmiyur, Chennai – 41 | 2003 |
| **HSCC** | Sri Sankara Vidhyashramam, Thiruvanmiyur, Chennai – 41 | 2005 |
| **B.E. (EEE)** | Dr. M. G. R. Educational and Research Institute | 2009 |

**Personal Information**

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| Name | : | Harihara Subramanian |
| Present Address | : | #189-A, HICON Row Type House, Kamarajar Saalai, SekarAvenue, Kottivakkam, Chennai – 600 041 |
| Date of Birth | : | 2nd Feb, 1987 |
| Sex | : | Male |
| Nationality | : | Indian |
| Marital Status | : | Single |
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| Place | : Chennai | **Harihara Subramanian** |