

**Tony S Kurian**

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**+91 8866548933**

**tonykurian1987@gmail.com**

## **Education**

MBA, HR

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## **Experience**

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### ➤ **Team Manager**

**August 2016- Current**

**Infomatic Solutions Pvt Ltd- Ahmedabad, Gujarat**

Working for clients from US healthcare industry for Medical Insurance. Getting all the Medical records within time frame and getting it checked from Quality control team for providing it further to client as per Insurance processing requirements. Making sure team is achieving the required hourly and daily orders as per client requirements. Giving regular feedback to team members, based on how and on which aspects they can improve, for better productivity. Monitoring Hourly, Daily, Weekly and Monthly orders processed by each executive; providing them feedback on areas of Improvement. Downloading all the changes and updates to the Executives on timely basis. Weekly assignment and assessments, to make sure all the Executives are updated with all the process details. Live call monitoring and spot feedback to make sure that quality of service is adhered. Providing Daily, Weekly and Monthly reports to client for keeping in check of the performance delivered. Analysing monthly MIS reports and providing performance feedback to Executives, to make sure, they are in check. Recruiting new team members as per business requirements. Familiarizes new hires to the organization through orientation of employees, manual, company tour etc. Responsible for setting an employee friendly environment which builds a good platform for reaching the goals and where the employees feel their personal contribution to the results of the organization and they feel they are being recognized for being successful. Recommends employee relations practices necessary to establish a positive employer and employee relationship. Participate in conduct of investigations / admin hearing when employee complaints, concerns issues are brought forth. Administer performance appraisals, assist with any issues or questions embed with performance management culture within the business area.

### ➤ **Process Executive**

**June 2015- August 2016**

**Vodafone Shared Services Limited- Ahmedabad, Gujarat**

Working as Live chat executive and interacting with customers online. Providing details about the product, raising request and issues to different departments as per customers contact.

### ➤ **Logistics Coordinator/HR Coordinator**

**October 2013- February 2015**

**Airlink International- Dubai, UAE**

#### **Work profile as Logistics Coordinator:**

Directed inventory management using Exceed 4000 Series-3.0. Preparation of logistics plans to support all relevant operations within the program or project. Maintain correspondence with Customer Service/Warehouse supervisor/Warehouse Manager of Clients. Coordinating with Transport department for Air & Sea operations providing on time pick up & delivery services for the clients. Handling Transit cargo, making arrangements for Cross Stuffing, Fumigation report & preparation of stuffing report. Handling exhibition shipment for different exhibitions like GULF FOOD, ARAB HELATH, GIDEX, IDEX, GITEX etc. Making the arrangement of Recovery vehicle

for Car shipment. Coordinating for Internal shifting of cargo from different warehouses and updating location reports accordingly for future shifting. Documentation preparation for key clients & making arrangements for custom inspections. Maintenance of accurate store records and accounts through sound audit and stock check procedures. Handled billing and invoicing as per contract. Coordination with Warehouse Supervisor & Shipping Department for receipts, deliveries and collection of storage charges. Managed Free Zone documentation for delivery of cargo including customs documentation for air-freight shipments and Free Zone Internal Transfer.

#### **Work profile as HR Coordinator:**

Maintaining the daily attendance sheet of the warehouse. Recruiting new staff according to the requirement. Responsible to maintain the Leave applications & get approval from the Manager. Responsible for maintaining daily Maintenance, safety & accident reports and making sure that no issues with the facility. Responsible for maintaining daily manpower & allocate the labours accordingly. Forecasting the human resource requirement by managing and coordinating the entire Recruitment, manpower planning, selection through headhunting, dealing with placement consultants, walk-in, newspaper. Induction & Joining Formalities, Issuing the Offer, Appointment, Reliving, Experience, Confirmation Letter, exit formalities, Clearance from all the Departments. Applying to process all Reimbursement Bills such as Medical, Petrol etc. Preparation of various MIS Reports as per requirement.

#### ➤ **Recruitment Team Lead** **December 2008 to October 2013** **CIR-HR – Ahmedabad, Gujarat**

Working as a Recruitment service partner for companies located in India & Middle East locations for sectors like IT, BSFI, Oil & Gas, Engineering and Manufacturing. To manage the whole recruitment cycle for the company from the inception to the final joining of the candidate. To coordinate with clients, to make sure right candidate can be placed according to clients specification & Requirements. To motivate business development & the head hunting team to bring more business for the company. Managing, monitoring, organizing and executing the delivery of the services so as to achieve the maximum. Created new employee self-evaluation forms that focused on employee performance, competencies, engagement and development. Assisted management with presentations for business reviews and communications meetings. Researched and recommended new sources for candidate recruiting. Maintained an accurate candidate tracking system. Call monitoring, coaching, and feedback, responsibility for delivery of the defined client experience in every call about the services offered. Maintaining an up-to-date knowledge of the process and service. Organized all monthly and quarterly reviews for all associates.

#### ➤ **Team Coach** **November 2007 to October 2008** **Vodafone(Azure) – Ahmedabad, Gujarat**

Worked as a Team Coach (off roll team leader) handling a team of 20 executives. Some of my important duties were- Setting and meeting performance targets for speed, efficiency, sales and quality. Downloading all the latest updates about the process and service to each and every member of the team. Maintaining an up-to-date knowledge of the product, process and service. Reviewing the performance of the agents and giving them regular feedback required. Maintaining the agent tracker that includes Productivity, ACHT (Average call handling time), Quality, Attendance & C SAT response. Creating the bond between the team members and maintaining an healthy atmosphere for the agent at work. Maintaining the ATTRITION level in the team and fulfilling all the basic needs of the agents. Giving out the live call feedback and maintaining a tracker for the feedback given to the agents.