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## SURESH K

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### SUMMARY

**Totally 13+ years of work experience including 5+ years in training and 5+ years team management in the customer service/ back office and management industry working with various international & domestic clients and 3+ years of experience as an Assistant VP sales and Executive Assistant to the VP** with an excellent track record of progressive and well recognized performance, delivered consistent quality results, made significant value addition, and established myself as a dynamic leader, strategic thinker and decision maker

- ✓ **3+ years of experience as a Freelance Corporate Trainer** delivering various soft skills/corporate skills training, such as communication skills, team-management, leadership skills, behavioral training, motivational training, and English language training (including Voice & Accent) as well as IELTS/PTE/TOEFL coaching
  - ✓ **10+ years of experience in leading international companies in lead roles**, which includes leading the team of trainers (Tech Mahindra), training the trainers (Tech Mahindra), creating conducive work environment, directing enterprise initiatives, organizational development, making significant improvements in learning process, mentoring/motivating teams, delivering process/soft-skills/leadership training, designing/developing training material, delivering excellent quality service, and achieving high customer satisfaction in companies like Wipro, TCS, L&T Infotech, Sutherland Global services, Axiom group, Shajhanand Lazer technology, Intuit etc
  - ✓ **2+ years of experience with a domestic communications company** in supervising, training, quality assurance, and providing excellent customer service, Airtel, TATA Telecom, Club Mahindra.
  - ✓ Currently working as an **Executive Assistant to the Vice President cum Training Manager** (1/1/2018 – till date)
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### NARRATION

- ✓ Performance-driven, insightful and practical worker with proven track records in achieving and exceeding all business development and revenue-generation even during crisis.
  - ✓ Proven leadership and team building skills, coupled with the ability to direct strong teams in managing customer relationships and providing expected services.
  - ✓ Comprehensive knowledge and experience in implementing practical plans in times of business complications.
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### ACADAMIA

Completed **B.Com** in Madras University, 2006

Completed **M.Com** in Loyola College, 2009

Pursuing MBA in ICFAI 2018 to Present

Completed **PGDCA** in India Computer Technology (Approved by AICTE, Ministry of HR Development, Govt. of India), 2011

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### WORKSHOPS / TRAININGS ATTENDED

- ✓ Time Management

- ✓ Conflict Management
  - ✓ Interpersonal Skills
  - ✓ Business Etiquettes
  - ✓ Effective Business Communications
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## SKILLSETS

- ✓ MS Office (especially Excel, MS Access, MS PowerPoint)  
SharePoint end user knowledge of SharePoint desired  
Experience in handling tight SLAs Tickets raised by stakeholders
  - ✓ Ability to perform multiple tasks with deadlines and priorities in a fast-paced environment  
Excellent verbal, written and interpersonal communication skills  
Attention to detail and quality
  - ✓ Problem Solving and Decision-making skills
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## EMPLOYMENT DETAILS

- |                     |   |   |
|---------------------|---|---|
| ➤ Organization Name | : | Larson & Toubro Info Tech Ltd                 |
| Designation         | : | <b>Support Desk Executive, Admin Official</b> |
| Duration            | : | 1 Year (November 2007 to November 2008)       |

## Roles and Responsibilities

- Handling calls from the clients across global L&T InfoTech locations.
- Involved in recruitment
- Cab management
- Canteen management
- Preparing schedule charts for the employees
- Handling emails and orders for the BPO section and the Technology section
- Facilitated team meetings
- Handled a team of employees under administration, maintained their attendance, work schedules, over viewing performance and monitoring the results.
- Submitting daily results and menus to the canteen management.

***Reason for quitting:*** Global economic melt down

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|---------------------|---|----------------------------------|
| ➤ Organization Name | : | Wipro Technologies               |
| Designation         | : | Team leader                      |
| Duration            | : | 9 months (July 2009 to Mar 2010) |

## Roles and Responsibilities

- A semi-voice technical process related to the telecom section of HUAWEI
- Developed a manual for new hires as a trainer and team leader that provided necessary service information and scripts
- Managed daily floor operations
- Preparing and Managing PPTs for the training sessions

- Handling escalated calls from the representatives
- Managed direct recruitment
- Managing team AHT, Quality scores and other internal process based parameters
- Motivating / Training / Monitoring the team to achieve targets
- Managed communication between internal and external management

***Reason for quitting:*** Global economic melt down

- Organization Name : Sutherland Global Services
- Designation : Process Specialist for QUICKBOOKS SOFTWARE /Sales Coach
- Duration : 1.1 year (Mar 2010 - May 2011)

### ***Roles and Responsibilities***

- Handling escalated & sales calls from the agents
- Handling sales calls, converting customers to use the next level software
- Conducting team meetings to share details about how they can improve the call quality and increase the sales volume and internal score.
- Managed communication between internal and external management
- Meeting everyday targets pertaining to the team performance and sales

***Reasons for quitting:*** Process shut down

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- Organization Name : TATA Consultancy Services
- Designation : Quality Assurance Professional/Quality Coach
- Duration : May 2011 to Sep 2014

### ***Roles and Responsibilities***

- Handling inbound calls for our client named CITIBANK USA.
- Quality monitoring for the NATION STAR MORTGAGE company USA.
- Organizing telephonic discussions on the quality of the calls monitored.
- Coaching the employees, training them in the needed areas.
- Side barging the calls and giving feedbacks and monitoring live calls.
- Segregating calls as per the nature and raising tickets to the concern teams to take care of the same.
- Assisting and training the new employees on the process
- Floor walking for the newly recruited employees
- Meeting assigned targets of the team and submitting reports

***Reason for quitting:*** Chose to quit temporarily because of family reasons

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➤ Designation	:	Freelance Trainer
Duration	:	Sep 2014 to Jan 2018

### ***Roles and Responsibilities post September 2014***

- Training the employees on the processes they specifically got selected for.
- Scheduling, Managing training sessions.
- Preparing and Managing PPTs for the training sessions
- Training the team leaders/ Managers and coaches on the process.
- Conducting soft-skills and communication training and a special training on the US culture.
- Preparing training modules, presentations, contents of the training and facilitating.
- Handling recruitment, segregating the newly recruited employees on the basis of their Communication, experience and talent and guiding the HRs in placing those candidates in the right processes and positions.
- Taking care of the call quality and performance of freshers
- Leading a team of 5 senior trainers.
- Scheduling, Managing training sessions.
- Training the team leaders/ Managers and coaches on the process.
- Conducting soft-skills and communication training and a special training on the US culture.
- Preparing training modules, presentations, contents of the training and facilitating.
- Handling recruitment, segregating the newly recruited employees on the basis of them Communication, experience and talent and guiding the HRs in placing those candidates in the right processes and positions.
- Conducting team meetings to share details about how they can improve the call quality and increase the sales volume and internal score.
- Managed communication between internal and external management
- Taking care of the call quality of the newly recruited employees and tracking their performances.

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➤ Organization Name	:	InfosenseGlobal Services
Designation	:	Asst. Executive to the VP cum Training Manager
Duration	:	Jan 2018 to till date

### ***Roles and Responsibilities***

#### As an Asst. Exe to the VP

- Scheduling, Managing, Preparing MOMs and Tracking Action items and the outcomes of the Meetings.
- Sync with different calendar owners and prepare the full year calendar at the beginning of the year and refresh the same quarterly with Key Events / Meetings Monthly, Quarterly, Half yearly and Annual
- Managing the emails and tracking
- Managing and onlooking the overall administration section
  - Logistics booking
  - Submitting expense reports
  - Managing executive visits
- Managing and onlooking the overall US Marketing section

- Managing and tracking the status of the various tasks of the leaders and assigning the tasks
- Managing the reminders of the VPs of all other units of the company
- Managing the travels of the VPs and other leaders, tracking itineraries' and agenda
  - Publishing travel check list -Before & After and during the travel

#### As a Training Manager

- Scheduling, Managing different training sessions as per the need of the different processes
- Managing the Trainings as per the client requirement
- Coordinating with the tech team and modifying the needed changes in the Training Management tool
- Taking Trainings based on the requirements of the departments
- Hiring and Training the trainers based on the need
- Creating and Managing the training calendars
- Managing the internal marketing for trainings
- Managing the team of Mentors
- Managing the Monthly/Quarterly and Annual Training update meetings etc.
- Managing the training tool in coordination with the tech department based on the training tool change requirement

### **TRAINING EXPERTISE**

Proficiency in delivering training for various **Soft Skills/Corporate Skills training such as Communication Skills, Team Management, Leadership Skills, Behavioral training, Positive behavior, Motivational training as well as English Language Improvement training (including Voice & Accent training)** that leads to quick learning and performance enhancement

#### The major topics includes:

- |                                     |                                 |                                  |
|-------------------------------------|---------------------------------|----------------------------------|
| • Communication Skills              | • Effective Team Management     | • Interview Skills               |
| • Business Etiquette                | • Customer Service Skills       | • Email/telephone Etiquette      |
| • Presentation Skills               | • Time & Stress Management      | • English Language Proficiency   |
| • Essentials Corporate Skills       | • Conflict Resolution           | • Planning & Organizing          |
| • Teamwork                          | • Team Motivation & Development | • Professional skills            |
| • Soft-skills and positive behavior | • Leadership Skills             | • Delivering Feedback & Coaching |
| • Interpersonal skills              | • Train the Trainer             | • Personal skills                |
| • Etiquettes                        | • Influencing skills            | ...and more                      |

#### My training delivery expertise include:

- |   |   |   |
|---|---|---|
| • Creating/Developing training material | • Using interactive activities & role-plays | • Creating conducive learning environment           |
| • Encouraging learning & participation  |   | • Giving effective coaching, feedback, and guidance |

### **September 2015 – January 2018**

Working as a **Freelance Corporate Trainer** giving **soft skills/corporate skills training**, such as communication skills, team-management, leadership skills, behavioral training, motivational training, IELTS/PTE/TOEFL coaching, and English language improvement training (including Voice & Accent training) to corporate organizations, working professionals, educational institutes, and students

## My Training Assignments

### **Current:**

Conducting training programs on **Presentation Skills, Essential Corporate Skills, Interview Skills, Communication Skills, Personality Development, Public Speaking, IELTS/PTE/TOEFL Preparation, and English Language Proficiency training (including Voice & Accent training)** for corporate organizations, educational institutions, students, working professionals, and homemakers

### Completed Corporate Assignments:

<b>Training Topic(s)</b>	<b>Field</b>	<b>Audience</b>
<b>Professional English Communication Skills</b>	An <b>IT company</b> providing end-to- end <b>IT Services</b> globally	Managers and Executives/Sync technology
<b>English Language Proficiency</b>	A <b>company offering BPO solutions</b> to international clients	Inverse BPO and Axiom group
<b>Selling Skills</b>	A <b>company offering educational solutions</b> across Gujarat	Team Leads, QC, Managers, and Executives, Inverse BPO
<b>English Communication and Voice &amp; Accent Workshop</b>	An <b>ITES company</b> providing <b>Mobile customer support and</b> Consultancies/ Sheetal Academy/ Rightway consultancy	Managers/Leaders/Executives, Inverse BPO Axiom and Shahajhanand
<b>Email &amp; Phone Etiquettes</b>	Medical billing/ BPO/ Consultancies	Advantmed/Inverse BPO
<b>Communication Skills</b>	Small scale industries/ Medical billing/ Consultancies	Advantmed/Inverse BPO/ Shahajhanand
<b>Motivation and Teamwork</b>	BPOs/ Rightway consultancy/Sheetal academy	Team Leads and Team members
<b>Stress Mgmt., and Motivational Training</b>	IT/BPOs/Mediclaim companies	Sync Technology / Inverse BPO/ Axiom/ Shahajhanand
<b>Soft-skills and Communication skills</b>	IT/BPO/Tech Mahindra/Axiom	Senior Trainers/ Teamleads and agents
<b>Basic English language and Communication Skills training</b>	Eclat English coaching center/ Rightway consultancy/ go4n IELTS center	Students and Coaches

## **ACHIEVEMENTS**

- ✓ Having participated in the country level IT Program and Tests
  - ✓ Selected as the best performer of the team in HTMT
  - ✓ Got medals / certificates for the best performance in TCS
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## **PERSONAL DOSSIER**

Date of Birth : 16/05/1988

Marital Status : Single

Languages known : English, Tamil, Malayalam

Hobbies and interest : Movies / Writing / Indoor games

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## **DECLARATION**

I hereby declare that the above furnished details are true and correct to the best of my knowledge and belief.

Place : Gandhinagar

Yours faithfully

Date :

**(SURESH.K)**