

Anitha Natarajan

SEASONED IN BGV OPERATIONS, ACCOUNT MANAGEMENT & GROWTH

Profile

A competent professional with 14+ years of cross-cultural experience in B2B and B2C Service industries.

A highly experienced professional with a proven track record in BGV operations and account management. Seeking to utilize my expertise in a challenging role within or outside the industry.

Employment History

Manager, Authbridge Research Services Pvt. Ltd., Bangalore

Dec 2014 - Present

- Experienced Manager with expertise in Background Verification Operations and Account Management.
- Demonstrated success in leading and coaching teams to achieve operational excellence and meet strict deadlines.
- Business Transformation, Proven track record of implementing process improvements and cost-saving measures resulting in increased efficiency and client satisfaction.
- Strong communication skills, able to effectively collaborate with cross-functional teams and build long-lasting relationships with clients.
- Responsible for business development by doing cross sale and up sale from the existing business

Senior Associate, First Advantage Private Limited, Bangalore

May 2010 - Jan 2012

- Monitored and responded to the queries of the employees with regards to their verification process
- Interacted with the HR Heads with regards to the employees joining process.
- Quality checking - Ensured there were no duplicate entries into the database so as to avoid confusions and conflicts.
- Reviewing the employee background verification status for all the new Joiners and track them before onboarding of candidate's.
- Issuing the confirmation letter and extension letter for candidate's post completion of the probationary.
- Monitoring the attendance and update the Client.
- Handling Exit clearance and ensuring that F&F is completed and issue exit letters to candidate's.
- Issuing Letters to candidate like address proof, Visa approval letter, employment letters on request.

Team Leader, First Advantage Private Limited, Bangalore

Sept 2004 - Jan 2009

- Standardization and process improvement
- Reporting - daily, weekly and monthly reports and presentations for the Management
- Ensure accuracy of deliverables as per SLA (Service Level Agreement) agreed with the Client.
- Conducting performance review (quarterly/half-yearly/annually) for the team member.



Personal Details

Bangalore,
9620091117
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NATIONALITY

Indian

Links

Skills

Operations & People Management

Business Excellence & Transformation

Account Management & Growth Client

Process Management

Client Servicing & relationship

Languages

English

Tamil

Hindi

Kannada

- Involved in 360 degree Feedback process
- Worked on User Acceptance Testing (UAT).
- Auditing reports that need to be delivered to Client's.
- Identify the training requirement for the team and implement PIP (Performance Improvement Plan).
- Team handling of 20 resources to manage daily transactions.

Apprentice Trainee, Bharat Heavy Electricals Limited, Bangalore

Aug 2003 – July 2004

- Working on MS- Office for documentation.
- Designed the machinery parts using AutoCAD
- Working on SAP – Customer end user.

Education

- ❖ **PGDHRM** from IGNOU in the year 2013 with First Class.
- ❖ **BCA & MCA** from IGNOU in the year 2007 and 2009 with First Class.