



KANIMOLZI TAMILARASAN



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Summary

Experienced Human Resources Professional with a demonstrated history of working in BPO industry particularly Skilled in Recruitment, Employee Data Management, People Management and Process Improvement, Customer service skills, Reliable, knowledgeable and highly organized team player with excellent communication skills, team building and relationship management.

Skills

Adaptive Learner, Customer Service, Workday Application, SAP Application, Service Now, Effective Time Management, Ability to adapt challenging environments, Attention to Details, Communication Skills

Recruiting, Talent Management, Strategic Human Resource Planning, Personnel Management, Project Co-ordination, Salary Negotiation, Employee Engagement, Employee data management, Mass uploads.

Work History

24-03-2023 – 14-07-2023

HRIT – PIA
Accenture, Bengaluru, KA
EIB – MASS UPLOAD

Responsibilities

- Worked on service now and workday.
- Downloading the report from service now and extracting it and making changes according to client's request.
- Mass uploading and changes to employee's profiles.
- Initiating transactions like country transfers and compensation changes.
- Have been trained on SAP and MRDR applications.
- Verifying employee details for compensation changes on SAP.
- Carried out day - to - day activities accurately and efficiently.
- Created share points for daily maintenance.
- Produced detailed and relevant reports for service now on day- to- day basis.
- Making sure to close the tickets and maintaining the TAT given for 24 hours.

01-01-2021 – 02-28-2023

Operations HR (HR Recruitment Analyst)
Accenture,
Bengaluru, KA
TA – Talent
Acquisition

Responsibilities

- Coordinate with hiring managers to identify staffing needs
- Recruited, interviewed and selected employees to fill vacant and new positions and administer manual dexterity tests.
- Determine selection criteria
- Source potential candidates through online channels social platforms and professional networks (e.g.: Indeed, Monster)
- Plan interview and selection procedures, including screening, calls, assessments and in-person interviews
- Assess candidate information, including resumes and contact details, using our Applicant Tracking System
- Design job descriptions and interview questions that reflect each position's requirements



CamScanner

- Worked closely with the co-officers and delivery managers in the company to determine job requirements and appropriate recruiting strategies.
- Responsible in employee benefits and relations.
- Handled various employee relations issues ranging from new employee orientation to career development as well terminations where applicable.

29-05-2020 – 31-12-2020

Associate)

Operations HR (HR Delivery Service

**Accenture, Bengaluru, KA
EDM – Employee Data Management**

Responsibilities

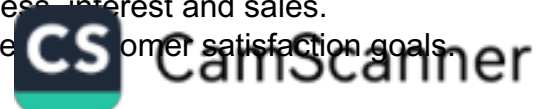
- Working on Workday and service now.
- Initiating transactions on employee profile for personal data change, Termination,
- On-boarding and job change.
- Worked closely with Shared services to maintain optimum levels of communication to effectively and efficiently complete projects.
- Developed and maintained courteous and effective working relationships.
- Offered friendly and efficient service to all customers, handled challenging situations with ease.
- Resolved problems, improved operations, and provided exceptional service.
- Carried out day-day-day duties accurately and efficiently.
- Worked to maintain outstanding attendance record, consistently arriving to work ready to start immediately.
- Worked flexible hours, night, weekend, and holiday shifts.
- Documented findings and produced reports to aide management in assessing and correcting quality concerns.
- Performed root cause analysis through end and end of service issue.
- Developed monthly, end-of-quarter and other statistical reports, including analysis for leadership team and for quality improvement program outcomes studies.
- Created share point for daily maintenance activities.
- Produced detailed and relevant reports for Service now on day-to-day basis.

29-07-2019 – 11-04-2020

**Senior Executive
At Emphasis, Bengaluru, KA**

Responsibilities

- Maintained customer satisfaction with forward-thinking strategies focused on addressing customer needs and resolving concerns.
- Demonstrated items to customers and created customer awareness interest and sales.
- Collected customer feedback and made process changes to exceed customer satisfaction goals.



- Maintained accurate and current customer account data with manual forms processing and digital information updates.
- Evaluated account and service histories to identify trends, using data to mitigate future issues.
- Improved customer satisfaction ratings by addressing issues and fostering timely resolution.
- Conferred with customers about concerns with products or services to resolve problems and drive sales.
- Helped large volume of customers every day by approaching conversations with positive attitude and focus on customer satisfaction.
- Answered constant flow of customer calls with minimal wait times.
- Leveraged sales expertise to promote products and capitalized on upsell opportunities.
- Offered advice and assistance to customers, paying attention to special needs or wants.
- Handled escalation calls abruptly.
- Recommended products to customers, thoroughly explaining details.
- Offered friendly and efficient service to all customers, handled challenging situations with ease.

01-02-2018 – 28-11-2018

Senior Executive
At 24/7 ai Bengaluru, KA

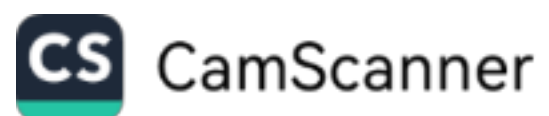
Responsibilities

- Provided primary customer support to external customers.
- Developed and actualized customer service initiatives to decrease wait times.
- Maintained customer satisfaction with forward-thinking strategies focused on addressing customer needs and resolving concerns.
- Demonstrated items to customers and created customer awareness, interest and sales.
- Maintained clean personal appearance, modelled store's outfits when working clothing department settings and wore uniforms per company policy.
- Improved customer satisfaction ratings by addressing issues and fostering timely resolution.
- Conferred with customers about concerns with products or services to resolve problems and drive sales.
- Helped large volume of customers every day by approaching conversations with positive attitude and focus on customer satisfaction.
- Answered constant flow of customer calls with minimal wait times.
- Answered customer telephone calls promptly to avoid on-hold wait times.
- Offered advice and assistance to customers, paying attention to special needs or wants.
- Handled escalation calls abruptly.
- Recommended products to customers, thoroughly explaining details.
- Offered friendly and efficient service to all customers, handled challenging situations with ease.

22-06-2015 – 01-11-2017

Senior Executive
Accenture, Bengaluru, KA

Responsibilities



- Answered questions about a company's products or services
- Delivered information about company's offering
- Improved customer satisfaction ratings by addressing issues and fostering timely resolution.
- Handled escalation calls abruptly.
- Answered customer telephone calls promptly to avoid on-hold wait times.
- Helped large volume of customers every day by approaching conversations with positive attitude and focus on customer satisfaction.
- Recommended products to customers, thoroughly explaining details.
- Offered friendly and efficient service to all customers, handled challenging situations with ease.
- Explained about the product and subscriptions thoroughly so that customers are satisfied.
- Worked flexible hours, night, weekend, and holiday shift

16-01-2012 – 15-11-2015

Customer support Executive
At FADV (First Advantage off shore)

Responsibilities

- Answered questions about a company's products or services
- Processed orders and transactions
- Delivered information about company's offering
- Improved customer satisfaction ratings by addressing issues and fostering timely resolution.
- Handled escalation calls abruptly.
- Answered customer telephone calls promptly to avoid on-hold wait times.
- Helped large volume of customers every day by approaching conversations with positive attitude and focus on customer satisfaction.
- Recommended products to customers, thoroughly explaining details.
- Offered friendly and efficient service to all customers, handled challenging situations with ease.
- Explained about the product and subscriptions thoroughly so that customers are satisfied.
- Worked flexible hours, night, weekend, and holiday shift

Education

B.A: Psychology

Sri VHD Central Institute of Home Science – Bengaluru

PUC: HEPS (Home science, Economics, psychology, sociology)

Sri VHD Central Institute of Home Science - Bengaluru

SSLC

St. Anthony's Girls High School – Bengaluru

Accomplishments

- Handled recruitment
- Managed 25+ hiring candidates and 20-25 open requisitions.
- Developed recruiting strategies with hiring managers.
- Managed job postings.
- Sourcing, screening & shortlisting the profiles based on JD
- Scheduling the interviews & coordinating with the panels
- Followed up with the candidates till joining
- Helped the team with the good quality score.
- Trained new batches in the team

Languages known

- English
- Kannada
- Tamil
- Hindi

Date:

Place: Bangalore