

4/47, Mummurthy Avenue,
Mappedu Post,
East – Tambaram,
Chennai – 600126.
Mobile No : +91 956 626 4222
EMAIL ID: thyagarajan.k5@gmail.com

T.V.KARTHIKEYAN

OBJECTIVE My objectives is to determine with business prospective and be a part of the team where I can contribute my efficiency and exhibit my potentiality for growth.

PROFESSIONAL SUMMARY Process stability with an experience of 10 years in KPO and BPO. I am a proficient in Operational as lead excellence to ensure process stability by monitoring and ensuring compliance to the SLA's and LOB's agreed. Throughout my tenure, I have been working with mortgage industry along with that some equipped knowledge in insurance clients and different work cultures which have helped me in providing knowledge.

SPECIALITIES

- Process training in insurance and home loan
- Certified to conduct classroom training and facilitation
- Team management
- Client management
- Operational Excellence
- Planning & preparing content for training
- New joiner's transition management
- No Compromise on Quality.

JOB EXPERIENCES	1. SR ANALYST FIRST SOURCE SOLUTION LIMITED FROM OCT 2019 TO TILL PRESENT.
	2. CONSULTANT FOR MORTGAGE SUTHERLAND GLOBAL SERVICES PVT LTD CHENNAI SEP 2013 – SEP 2019
	3. PROCESS TRAINER FOR BFSI MPHASIS INDIA PVT LTD JUNE 13 – SEP 14.
	4. PROCESS TRAINER FOR INSURANCE SUTHERLAND GLOBAL SERVICES PVT CHENNAI AUG 11 – JUNE 13
	5. PROCESS TRAINER FOR VOICE DOMESTIC FIRSTSOURCE SOLUTION PVT LTD JUNE 09 – AUG 11
	6. TAFE Ltd: 1999 - 2005, Executive Officer Depot Operation
EDUCATION	MA ECONOMICS
	GRADUATE IN ECONOMICS
	<ul style="list-style-type: none"> ➤ CERTIFIED ON DISCOVER TRAINING PROGRAM (TRAINING DELIVERY AND FACILITATION SKILLS) ➤ TRAINED ON OPERATIONAL EXCELLENCE ➤ EFFECTIVE COMMUNICATION SKILLS ➤ ASSISTIVE BUSINESS WRITING ➤ 'Y' BELT TRAINING
PERSONAL DETAILS	<ul style="list-style-type: none"> ➤ DATE OF BIRTH : 11th JUNE 1972 ➤ FATHER'S NAME: A V THYAGARAJAN ➤ CITIZEN: INDIAN ➤ MARITAL STATUS: SINGLE
POSTIVIES	<ul style="list-style-type: none"> ➤ POSITIVE ATTITUDE ➤ PASSIONATE TO WORK, LEARN NEW AND GROOM WITH INNOVATIVE THOUGHTS

PLACE :

SIGNATURE OF THE CANDIDATE

DATE :