



Ananthi Nadar

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## OBJECTIVE

I am looking for a challenging job with a rapidly growing organization that can provide me with a range of goals and job knowledge about how to take care of team leadership. During time quality analyst working is not score improve associate skill and business and asking about associate happy with the work. New hire training and hiring calls. complete the six Sigma course. Back office work which is private building insurance.

## EXPERIENCE

25/12/2011

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06/11/2015

- **Process associate**

Tata business support services

- Taking calls inbound and outbound for personal loan department
- Move to next Lead Verifier Role
- Listening PLCS calls and as per script approved or reject calls.
- Verify the basic information about customer for insurance, if customer ok with insurance policy case has been moved. (Term insurance/star health insurance).

13/01/2016

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05/01/2021

- **Quality analyst**

Tata consultancy services

- Listening PLCS calls as per script give them scores.
- Analys BQ associate and give them more importance and improved the quality score and production
- Conduct new hire training.
- Hiring new joiners
- Taking care of team when tl not presence.

07/02/2021

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25/02/2022

- **Process associate**

Tata consultancy services

- Gjensidige Norway private building insurance (international back office work)
- I learn Norway language because i have to slow the queries and accordingly revert the customers.
- If customer ok with the vendor work i have to checked the invoice copies and pay the vendor work as per the receipt or if customer not ok with the vendor work customer himself doing then customer send the invoice. Verify the invoices and pay to the customer and send the letter and sms and close the case.

22/5/2023  
- Still  
working

- **Quality Analyst**  
Team lease  
Audit the calls and share the feedback with manager.  
Improve calls quality for business development.

EDUCATION 

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| 2011 | <ul style="list-style-type: none"><li>• <b>Bsc computer science</b><br/>Manonmanium sundranar University<br/>85</li></ul>                    |
| 2008 | <ul style="list-style-type: none"><li>• <b>Higer secondary school</b><br/>Government girls higher secondary school<br/>62</li></ul>          |
| 2006 | <ul style="list-style-type: none"><li>• <b>Secondary school leaving school</b><br/>Government girls higher secondary school<br/>79</li></ul> |

SKILLS 

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Ms Office Ms Excel Adobe  
Photoshop SQL/ C/C++ Team  
handling Problem solving  
Division making New joinee  
hiring Conduct New hire training



ACHIEVEMENTS & AWARDS 

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- 1) Service commitment Award 13/01/2021 2) Service commitment Award 13/01/2019 3) BPS Topaz go getter Award 15/11/2018 4) BPS Star performer Award 21/08/2018 5) BPS Star performer Award 19/07/2017 I'm selected for Topaz go getter Award which is big award for TCS.

ACTIVITIES 

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- Fun @ work Purpose for life Fun Friday It motivate to decrease the stress levels and happily work environment.

PERSONAL DETAILS 

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- Date of Birth : 07/11/1988
- Marital Status : Married
- Nationality : Indian
- Gender : Female