

SUPRIYA SASIDHARAN NAIR

SENIOR OPERATIONS ANALYST



9967156408



supriyasnair1995@gmail.com

ABOUT ME

An Independent & Self Motivated individual who comes to you with a successful track record of Working in Operations within designated geographical territories.

Have a good **6.5 years of experience in Operations.**

Skilled in Client Engagement.

CAREER OBJECTIVE

Seeking a position in a reputable organization to expand my skills and abilities in an industry that offers security, career opportunity and professional growth while making a significant contribution to the success of the company.

TECHNICAL SKILLS

Proficient in

MS Office

MS Word

MS PowerPoint

Client Management

Knowledge of Tally ERP9

Ability to Multi-task

WORK EXPERIENCE

FIRST ADVANTAGE PVT LTD (APRIL 2018 to till date)

- ❖ **Department: Operations**
- ❖ **Designation- Senior Operations Analyst**

Handling Team as an SME for the last 09 months with below mentioned roles:

- ❖ Ensure the team is achieving daily, weekly and monthly targets.
- ❖ Drive strategy to increase premium & productivity.
- ❖ Work with the Quality Team to improve the team's overall quality score.
- ❖ Train and audit team performance for Customer Centricity leading to major improvement in services and positive feedback from customers.
- ❖ Creating parameters and procedures to ensure customer queries are assisted in a timely and effective manner.
- ❖ Follow up with the client coordinators to solve internal process related issues and ensure smooth functioning of the process.
- ❖ Making the daily workable log and assigning/allocating work to the team members.

AIM

Accuracy, punctuality and efficiency in work.

Innovation and strong desire to grow in professional life

HOBBIES

- ❖ Playing Badminton
- ❖ Cooking
- ❖ Listening to Music

ACHIEVEMENTS

- ❖ Awarded **Result Focused Award** in multiple quarters in First Advantage for achieving target and performing above expectations
- ❖ Awarded “**Performer of the Quarter**” for outstanding performance in the JARO Education (Oct-Dec 2016)
- ❖ Headed the PR Department of Public Speaking And Debating Society which organizes various collegiate and intercollegiate competitions- 2013-14, 2014-15.
- ❖ Awarded ‘**Certificate of Merit**’ for outstanding contribution in Public Speaking And Debating Society in college - 2013-14, 2014-15.
- ❖ Topper of the School in SSC- 2010-11.
- ❖ Awarded ‘**Best Student Award**’ in School for overall performance.
- ❖ Participated and won prizes for quiz ,debate and logical competitions.

Worked as a Verification Associate for 4.9 years with below mentioned roles:

- ❖ Ensuring daily verification target is met.
- ❖ Follow up with client coordinators to solve internal queries and speed up the verification process.
- ❖ Follow up with various stakeholders of different companies via mails, calls to making them understand the business requirement and convincing them to cooperate so that business is done in a timely manner.
- ❖ Maintaining a tracker of the daily, monthly productivity.
- ❖ Updating the verified details on the system and tagging the checks so that report can be generated and sent to the Client.

❖ **JARO Education (JUNE 2016 – OCTOBER 2017)**

Back Office Executive

Worked for 1.4 years as Backoffice Executive.

Key Responsibility Area

- ❖ Checking eligibility of documents for admission of candidates to various universities.
- ❖ Processing of admission forms with payment processing and other formalities.
- ❖ Co-ordinating with different branches for completion of admission forms.
- ❖ Extracting data from University's site and helping the candidate with their Id and books.

OTHER MERITS

- ❖ Willingness to learn
- ❖ Drive to excel in whatever work I do
- ❖ Can successfully work as a part of a team
- ❖ Good verbal and written communication skills
- ❖ Comprehensive problem-solving abilities
- ❖ Flexibility & Adaptability

LANGUAGES KNOWN

- ❖ English
- ❖ Hindi
- ❖ Malayalam
- ❖ Marathi

EDUCATIONAL EXPERIENCE

EXAMINATION	YEAR	UNIVERSITY	RESULT
M.Com	2017-2019	Mumbai University	Grade - A
B.Com	2014-2016	Mumbai University	Grade-'O' CGPA-7
HSC	2012-2013	Maharashtra State Board	85.83%
SSC	2010-2011	Maharashtra State Board	93.27%

PERSONAL DETAILS

Address- Bhayandar, Thane - 401105

Date of Birth- May 22,1995

Marital Status- Single

Nationality—Indian

DECLARATION

I hereby declare that all the information contained in this resume are true and to the best of my knowledge.

Supriya S Nair