



**Ashadevi
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asam**

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SUMMARY

Contact: +917904636164 I started my career as a voice Associate and i have experienced Senior Process Associate with ver 8'years of experience in TCS,SUTHERLAND AND QUSCIENT TECHNOLOGY . Excellent reput ation for resolving problems and improving customer satisfaction. Good at communication skill. Enthusiastic and eager to contribute to team success through hard work, attention to detail and excellent organizational skills. Clear understanding of Daily deliverables and day to day tasks an d training. Motivated to learn, grow and excel in Corporate Industry.

SKILLS

- Languages EnglishEnglish
- Professional
- Performance Monitoring
- Client Management
- Report Preparation
- Client Relationship Management

EXPERIENCE

Senior Analyst/Supply Chain Manager
Chennai, India

HCL Technology / Feb 2022 to Current

- Enhanced supply chain processes, strengthening planning procedures, organizing schedules and maintaining records.
- Determined inventory goals, product stock and risk management objectives and oversaw techniques to maximize inventory.
- Implemented clear and effective planning strategies to meet supply chain needs, meet demand and optimize distribution.
- Fostered relationships with suppliers to develop purchasing agreements with logistics customers and reduce risks.
- Monitored suppliers' activities to assess performance in meeting quality or delivery requirements.
- Supported company's business strategy by developing and managing global supply base contributing to growth.

TCS/Business Process Lead

Tata Consultancy Services Apr 2015 to Aug 2021

- Performed quality assurance checks on transactions and account actions to assess compliance with state and federal regulations
- Performed data entry operations to update database with customer responses
- Assisted with new hire processing and existing training programs
- Built strong relationships with customers through positive attitude and attentive response
- Initiated timely response to emails, voicemails and written correspondence.

Quality Analyst

Sutherland Aug 2012 to Mar 2015

- Provided regular updates to team leadership on quality metrics by communicating consistency problems or production deficiencies

- Developed monthly, end-of-quarter and other statistical reports for leadership team and quality improvement programs
- Collaborated with management to provide training on improved processes and assisted with creation and maintenance of quality training
- Developed and maintained quality assurance procedure documentation.

Process Associate

Quscient Technologies Oct 2010 to Feb 2012

- Partnered with cross-functional teams to conduct thorough discovery and due diligence on existing processes
- Identified and resolved process issues to encourage smoother procedures, more efficient workflow and overall business growth
- Collaborated with team to define business requirements for organizational processes, achieve productivity standards and adhere to accuracy standards
- Determined and recommended methods to address improvement opportunities
- Performed quality assurance checks on transactions and account actions to assess compliance with state and federal regulations.

EDUCATION AND TRAINING

Bachelor: Computer Application

Annai Veilankannis's College of Arts and Scien
Annai Veilankannis's College
of Arts and Scien Apr 2010

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GPA: 70%, Elected Captain of my department secretary

Maths & Biology

St Joseph of cluny Matric Hr.Sec. school
St Joseph of cluny Matric Hr.Sec.
school Apr 2007

June 2005 -, Written Communication, Time Management,
Communication,Written Communication, Time Management,
Communication, Multitasker, Active Learning, Critical Thinking, Data
EntryMultitasker, Active Learning, Critical Thinking, Data Entry

LANGUAGES

English: C1

Advanced