**Kowsalya S**

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Senior level assignments in **Operations Management / Process Management** with a leading organization of repute in BPO industry

**WORK EXPERIENCE:**

**TATA CONSULTANCY SERVICES, Chennai Apr '2012 - Nov '2017**

**PROFILE SUMMARY**

* B.Sc. Comp.Sci. with 5.7 yrs of experience in **TCS Operations – Market Research (TCS – Nielsen relationship)**
* Resourceful in ensuring high quality customer experience, elevating customer satisfaction, while adhering to SLAs & work processes and managing cost effective operations
* Expertise in Market Research based on Audience Measurement Services in both TV and Digital across all regions
* Proficient in managing business operations with focus on top-line & bottom-line performance and skills in determining company’s mission & strategic direction as conveyed through policies & corporate objectives
* Worked as Analyst in CITI UK CRO process in **TCS Operations**
* Analyses & validate the customer’s insurance related complaint and proceed as per the procedure

**CORE COMPETENCIES**

* Subject Matter Expert in Digital Line of Business & handled BAU transitions
* Managing service operations for rendering and achieving quality services; providing first line customer support by answering queries & resolving issues and ensuring minimum TAT
* Leading, training & monitoring the performance of team members to ensure efficiency in the production and meeting of individual & group targets
* Possess skill to document and maintain the Process Improvement Ideas
* Coordinated with Oldsmar team to complete the UAT testing for each subsequent application enhancement releases
* Created audit process within the team to drive predictable outcomes
* Driven RCA & FMEA sessions
* Tracking of PMS Score Card dashboard to measure team’s individual performance
* TCS iQMS Quarterly Audit coordination (Pre/Post Actions) & document Maintenance
* Possess trainer skill set &ensured newly boarded resources are certified and BAU deliverables are met on time with quality
* Process Co-coordinator – Process documentation Maintenance (SOP, eUPP, FMEA, Process Map, Checklist, PSR, PMR, etc.), Shift Rostering & Task allocation
* Participation in TCS Internal Meetings – PSR, PMR &Leads/PL Connect

**ACHIEVEMENTS**

* Set up a workflow model in Offshore and fundamentally transformed the existing processes which resulted best in class product service delivery, Cost savings & exceeded the customer expectation
* UAT testing in Standard communication templates and Automated email triggers to trigger actions in live
* Played crucial roles in BCP (Business Continuity Plan), Quality Documents and Information Security Management
* Monitoring HUB / factory set up / QA automation for process optimization
* Part of Smart Governance which enables seamless and efficient monitoring and management of the floor and Operations
* Contributed to PI where Ops Console application has been enhanced eliminating the manual efforts spent on job monitoring job failure escalation yielding 2 FTE's Savings in the year of 2016
* Contributed to DAR DCR-DQA Automation where manual validation steps were automated meeting 100% of quality

**ORGANIZATIONAL EXPERIENCE**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Year** | **Client Name** | **Domain** | **LOB** | **Role** | **Ops location** |
| Apr’17 - Nov’17 | CITI | Banking | Insurance & Claims | Analyst | Mumbai |
| Jun '16 – Mar ’17 | Nielsen | Market Research | Digital | Subject Matter Expert & Back up Team lead | Chennai |
| Jun '13 - May '15 | Nielsen | Market Research | Nielsen Online | Senior Associate | Chennai |
| Apr '12 - May '13 | Nielsen | Market Research | Nielsen Online | Associate | Chennai |

**Awards & Achievements:**

|  |  |  |  |
| --- | --- | --- | --- |
| **Award Name** | **Award Date** | **Award Category** | **Award Subcategory** |
| BPS Champions League – Team | 08-Feb-2016 | BPS Awards | Star Awards |
| Service & Commitment Award | 21-Apr-2015 | Service Awards | Service Award |
| On The Spot Award | 14-Aug-2014 | Awards for Excellence | On The Spot Awards |
| Star Performer | 17-Apr-2013 | BPO Awards | Monthly Awards |

**\*** Due to pregnancy complications, I was forced to take career gap of 5.6 years. I was focusing on my family however returning to work was my priority. I am looking to restart my career now

Expected salary: 4.75 to 5.5 LPA. I Prefer Day shift and remote jobs

**THE UNITED NILGIRI TEA ESTATES CO.LTD., Chennai, Mar '2011 - Mar '2012**

**PROFILE SUMMARY**

* Worked as an executive in Chennai Domestic Airport
* Dealt with customer queries and explaining the benefits of the product
* Billing, transaction and sending report to the management end of the day
* Checking the stock and ordering

**NATIONAL MODEL MATRICULATION SCHOOL, Coimbatore Dec** **'2009 - Mar '2011**

* Worked as a Teaching Assistant for pre- primary classes

**AMOEBA PUBLISHING SOLUTIONS PRIVATE LIMITED, Coimbatore June** **'2009 - Dec '2009**

* Worked as Data Conversion Executive in E-Publishing

**IT SKILLS**

* MS Office Suite
* Jira Tool - To manage incidents

**ACADEMIC DETAILS**

* BSc, Computer Science - Jayendra Saraswathi Arts & Science (79%)
* Higher Secondary - Chamraj Hr. Sec. School, The Nilgiris (85%)
* Matriculation - Chamraj Hr. Sec. School, The Nilgiris (95%)

**PERSONAL DETAILS**

**Marital Status :** Married

**Date of Birth:** 28th October 1989

**Languages Known to**

**Read & Write:**  Tamil & English

**Address:** A704, La Gardenia, Kanakia Park, Mira road, Thane

**Passport:** No. J0912847