**Anitha Sivan**

Mobile: +91 988 024 0343

Email: sivan.anitha@gmail.com

No. 18, Kadiranapalyam,

Indiranagar Post,

Bangalore – 560 038

**Objective**:

Intend to build a career with leading corporate of hi-tech environment with committed & dedicated people, which will help me to explore myself fully and realize my potential. Willing to work as a key player in challenging & creative environment

**Education:**

1. BBA from (Institute OF MADRAS)
2. SSLC from (RBANMS high school)

**Software Exposure:**

Operating System win 9X, win NT, win vista, win 7

Language C,C++,VB,

Cad Tools Auto Cad 2000

Application MS-office 2007

**Work Experience:**

**INFO VISHION SOLUTION**

**Aug 2006 to Jan 2008**

**PROCESS -** HSBC (CASH), GESBI

**JOB PROFILE-** Quality Analyst / Trainer

Joined as an outbound agent (TSA) calling customers for repayment of their credit cards for 4 months.

Then later was promoted to asst.Team Leader for 6 months. In one year i was handling Quality and Training.

**Responsibilities**:

1. Monitoring Calls & live Barging calls.
2. Team related performance.
3. Data & Trend Analysis.
4. Collated the Training Manual.

**ADVENTUREMINDS EVENTS**

Feb Feb 08 To Mar 2010

**JOB PROFILE-** Customer Support Manager.

Joined as customer service manager. My primary role was to handle a team of 10 members who would support the clients and attend to any escalation or query.

Training the team and updating them with changes in process or new clients.

**Responsibilities**:

1. Monitoring Calls & live Barging calls.
2. Interacting with counter parts with the clients.
3. Interaction with service providers to maintain continuous support to clients.

**Some of the sourced clients:**

1. Twenty First Century Media Delhi
2. Vab Media Production Delhi
3. Deutsche Bank
4. Bangalore Central
5. Lakme

**QUALITY CUSTOMER SERVICES**

**Job Profile:** ASSISTANT MANAGER

For Period - April 10 - present

**Responsibilities:**

1. Handling 2 teams

2. Handling Recruitment for sales

3. Ensuring the sales performance

**PERSONAL ATRIBUTES**

1. A self-starter-Initiative, enthusiastic and ability to organize plan and achieve goals.
2. Ability to think broadly and conceptually wile handling details well.
3. Ability to visualize complex situations in a simplified manner.
4. Ability and Inclination to communicate openly and honestly for sharing information and transferring knowledge

**Personal Profile**

Name : Anitha S

DOB : 18-10-1985

Father Name : P Sivan

Languages Known : English, Hindi, Tamil and Kannada

Permanent Address : #18, Kadiranapalyam

Indiranagar Post

Bangalore – 560 038

Date:

Place: (Anitha S)