**Sandhiya Vijayan**

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**Career Objectives**

To work in a dynamic environment with full involvement where I could implement my skills, prove my caliber and adapt myself to the emerging technologies.

**Area of interest**

* **Business Administration**
* **Work Flow Management**
* **Finance & Accounting**
* **Team Management**
* **Quality Management**
* **IT Support**
* **Sales & Marketing**
* **MIS**
* **Training**

**Personal Summary**

An energetic, talented person with a real passion to work and maintain excellent relationships with them to encourage repeat business. Having a proven track record of running successful operations that nurture and grow the business, cut costs whilst at the same time maximizing profits. Possessing the experience and initiative to further reputation and commercial success. Motivated and experienced professional with background in various decision-making role, including problem resolution, personnel training and team coordination. Skilled problem solver, able to flourish in high-pressure and fast-paced environments. Developed sense of urgency, with superb written communication, interpersonal and presentation skills. Ability to take strong predominant decisions with multitasking skill set.

**Positives**

1. Possessing a friendly personality.

2. Having a tenacious can-do attitude.

3. Entrepreneurial mindset.

4. Able to deal calmly with challenging situations.

5. Self-motivated and having a pro-active mindset.

**Initiatives:**

* Prepared an internal tracker (excel & online portal) to identify TCD on high call volume. It helped to identify TCD on daily/weekly/monthly basis.
* Prepared a knowledge base (VKB) repository. It has TCD issues probing questions, identification and solution.
* Prepared a macro to highlight the transaction failures.
* Created a new internal case tracker to track/record all original and cloned leads.

**Career History Experience:**  7 **Years**

1. **Sutherland Global Services.**
2. **HCL Technologies.**
3. **Sutherland Global Services**

**Role: Sr Associate Professional Quality (Oct’15–Current)**

* Handling escalation calls/chats regarding Installation of windows and MS office products, One drive for Microsoft answer desk support.
* Primary responsibility is to troubleshoot and resolve consumers' windows technical issues remotely and ensure client satisfaction for all services rendered. Understand the problems, classify them based on the type and severity troubleshoot and resolve within the scope of support. Document the problem in the designated tool.
* Monitoring agents every day activities and performance and coaching is provided based on their performance. Identifying the areas of opportunities and execute continuous business improvement plan.
* To Executing Corrective and Preventive action plans based on business and customer requirement. Provide periodic training based on process requirements and technical assistance
* Attend Client call/internal review/touch point and prepare weekly/Monthly deck and activity reports for Microsoft Process.
* Daily team huddles to discuss TCD, team/individual scores & updates.

1. **HCL Technologies**

**Role: Performance Improvement Coach (Jun’11-Feb’15)**

* To check the quality on transactions and calls for the entire team and provide feedback. General observations and action plans for better quality.
* To identify the areas of opportunities by finding out root causes along with predetermined action plans.
* Enhance knowledge on analysis to increase the customer experience based on regular market strategies.
* Execute plans for regular business improvement. Planning, forecasting on training cost budget and Identifying the training requirement. Generating ideas on cost cutting functions.
* Manage a large and diverse team of CSAs working towards pre-defined targets. Be directly responsible towards fostering the development of the team.
* Responsible for maintaining Shrinkage and attrition of the team. To conduct and initiate weekly/monthly team meetings on regular basis to ensure all problems are dealt effectively & efficiently.
* Identify training/coaching by updating knowledge & bridge process gaps of the team members. Ensure team to achieve productivity and quality roster adherence.
* Ensure professional and ethical conduct of team members & Accountable for smooth flow of operations.
* Prepare Daily scores for Program with TM/SME Wise also prepare Root cause analysis for the Program to meet the target.
* Prepare Internal review(excel) for QM & TM. Prepare Client deck review (excel & ppt) on Weekly/Monthly & Quarterly basis

**Other Experience**

* Worked as claims process expert for UK clients.
* Handled inbound and outbound queries for utility business.
* Worked on technical issues for operating system and antivirus.

**Special Platforms**

* Completed a certification course on Impactful presentation, Effective business English and Banking.
* Familiar with financial reporting systems, including planning, forecasting, cost control, stock management, P&L and other accounting principles like Journal, Ledger, Balance Sheet, Ratio analysis, AR & AP.

**Computer Platforms**

* Operating System & Suits -Windows XP, Vista, 7, 8, 8.1 & 10.
* Programs - Microsoft products Word, Excel, Outlook, PowerPoint & Antivirus Programs.
* Technical expertise on Windows OS and OFFICE Upgrade, Downgrade, Performance issues, Scam, MSA and other Technical issue.
* 7Quality Control Tools.
* Hands on experience with SAP CRM and Tableau.

**Certifications**

* Six sigma Yellow & Green belt trained and certified no: T/YB/GB/201401857
* Kaizen certified.

**Achievements**

* Consecutive top performer of the team also received many awards and certifications for 100% quality.
* Awarded as a best team player.
* Received Platinum award for best quality coach.

**Educational Qualifications**

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| --- | --- | --- | --- | --- |
| **Degree/ Course** | **Name of the Institution** | **University/ Board** | **Year of passing** | **Passing %** |
| B. Com | Sri  Shankarlal Sundarbai Shasun Jain College for Women | University of Madras | Apr-11 | 87% |
| Class 12 | St.Ebbas Hr.Sec.School | State Board | Mar-08 | 71% |
| Class 10 | St.Ebbas Hr.Sec.School | State Board | Mar-06 | 63% |

**Personal Details**

Fathers name : Vijayan

Date of birth : 16th February 1991

Gender : Female

Marital status : Single

Languages known : English & Tamil

Religion/Nationality :               Hindu/Indian

**Declaration**

 I hereby declare that the above given information by me are true to the best of my knowledge and belief.

Yours truly,

**Sandhiya Vijayan**