**Divya BV**

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| **Resume**  [naidu.divya87@gmail.com](mailto:naidu.divya87@gmail.com) mob: 8147252816 |
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**Career Objective**

I want highly rewarding career where I can use my skills and knowledge for organisation and personal growth.

**Skills**:

* Excellent written and verbal communication skills with good command over English language.
* Handles confidential information according to the established process.
* Ability to work in team environment which has strong initiatives to learn hr functions process and procedure.
* Good command over MS Office.

**Academic qualification**

School: St.Teresa Girl’sHigh School 2006

PU: CB Bhandari Jain College, PUC 2008

Graduation: B.Com 2008-2011

Post-Graduation: MBA 2014-2016(Annamalai University) in HR.

**Work Experience:**

**Infosys:** Dec 2011 to 16th March 2020; **Designation: Process Specialist**

**Team 1 British Telecom**

* Handled both inbound and outbound calls
* Explaining telephone and landline bills to customers
* Based on usage suggested customers regarding upgrade and downgrade of broadband
* Consistent performer of Sat & Maintained ACHT

**Team 2: Talent Planning Individual contributor**

* Indent is an application which is used for manpower planning.
* Roles and Responsibilities
* Service is raised by manager PU (Project unit head) or DU head (Deliver unit head)
* Modification of indents i.e.. Downgrading or Upgrading the indent based on the request.
* Changing the stream and sub stream of the indent based on the approval from the PU head.
* Modification of the indent from internal to external or vice versa
* Life cycle of indent is based on ageing ie.120 or Ops and BEF is 180 days.
* Indent reports are shared on daily basis to different location across Indian Dc and onsite location.
* Weekly LIP reports shared with the team.
* Allocating the new joiners to different projects based on the requirement shared from the managers.
* Assisted team lead in preparing Sow (statement of work) Sop (Standard operating procedure)
* Weekly HR reports shared to BPHR across location, report contains status of all the available indent in their project number of the indents which are blocked which are about to expiry .
* Creating training events for the entire organization for enhancing their skills and for their promotion and progression .
* List of trainings based on job level to be updated in the company portal so that the employees will nominate themselves based on the slot available.
* Collating all the list from different projects and sending to the course mentor  
  mail invite to sent to candidate as well as the mentor like gentle reminder to be available in the allotted time and date.

**Team 3: CAG (Corporate Accounting Group)**

* Employees raise request via AHD (Advanced help desk) Queries raised are single swipe, status unknown, Lop, extended lop employee unable to regularise leave related queries night stay, employee moving onsite their trip details , salary related concern, maternity paternity concern, salary not received.

**Roles and responsibilities**

* Provided training about the process to the new folks who joins then team and also on service desk skills.
* Finding out the process gap and trying to fill those process gaps to the team.
* One on one to team member’s monthly and provided feedback and suggested measures to improve their quality scores and knowledge about process.
* Prepared process document SOW and SOP which contains all the documents relating to process, update which will be accessed by all the team members which will help the help team to work on the AHD request smoothly.
* Monitored calls AHD by the team members and provided feedback about the errors while taking calls and processing the request.
* Ensuring the team maintains quality scores.
* make HR related business decisions  
  Provides HR Policy guidance and interpretation.
* Feedback taken from the internal employees regarding policies framed by organization and ensure it reaches the top management.

**Key skills & Honour’s**

Honours received monthly and quarterly Ramp, spot awards.

Operating system: Windows7, Windows8 and Windows 10

**Personal Details:**

DOB: 07-12-1990

Sex: Female

Marital status: Married

Husband name: Anil Venkatesh

Languages: English, Kannada, Telugu, Tamil

Residential address: 990/p, 13th main, 11th cross, Srinagar, Bangalore, KA, 560050

Declaration

I hereby declare above mentioned information is true to the best of my knowledge and I also declare that I will not get involved in any Mal practice unfair means to get job. If I found guilty the company can take strict action against me

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Place: Bangalore (Divya Naidu)

Date: