**Résume**

**Abarna Samuel**

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**Mobile :** +**91 8124747998**

#### Objective

To work in competitive environment where I can constantly endeavor to improve my knowledge and obtain challenging position in both technical and managerial skills in contributing to the growth of the organization

#### PROFESSIONAL PROFILE Bangalore, India

**Infosys BPM LTD (Dec2021-Till date)**

**Designation:Team Lead**.

**Key Responsibilities:**

* Manage a team of 15-17 staff and responsible for performing various HR on boarding Background screening functions
* In depth knowledge of end to end HR- Background verification process( Both joining level and client level)
* Manage Background screening and provide excellent stakeholder management.
* Closely monitoring teams productivity , performances and leaves
* Up skill the team on operational excellence principles to ensure optimized process delivery
* Drive a culture of continuous improvement for self and team member to achieve desired organizational goals via process improvements
* Role includes managing daily operations, and work allocation to the Team members.
* Preparing the multiple Stake holder reports.
* Handling the escalations.(Mails and Calls)
* Adherence to internal and external governance
* Staffing and capacity planning
* Monthly performance discussion of the associates
* Providing prompt and accurate information on individual performance

**Designation: Process Specialist**.**(Jan2019-Nov 2021)**

**Job Profile:**

* Handling the BGV for account level.
* Taking care of client calls and vendor calls.
* Role includes managing daily operations, and work allocation to the Team members.
* Role includes the initiate the BGV with respective vendor and follow up with employee and vendor until end of the process.
* Ensuring the appropriate background checks have been completed prior to entering the ODC.
* Preparing the multiple client reports.
* Handling the escalations at process level.
* To achieve target on monthly basis.
* Assigning daily tasks
* Preparing reports on daily/Weekly/monthly basis.
* Tracking volume and monitoring and mentoring junior team members.

**Designation:Process Executive and Senior process Executive**.**(Aug2015-Dec 2018)**

**Job Profile:**

* Handling the BGV for account level.
* Taking care of client calls and vendor calls. .
* Role includes the initiate the BGV with respective vendor and follow up with employee and vendor until end of the process.
* Ensuring the appropriate background checks have been completed prior to entering the ODC.
* Preparing the multiple client reports.
* To achieve target on monthly basis.

#### Award & Achivements

* **Infosys Star** – Processed Maximum tickets and closed highest tickets within SLA , Handled escalation calls and emails and worked on automation project for the team
* Got 4 times rewards and recognition award for best performer in the team.
* Successfully Completed T-100 certification and T-200 certification from Infosys BPO.
* Got top position in the team for the best performance in the team.

**TRAINING AND QUALITY INITIATVES**

* Training of new hires and Maintaining and updating process documents.
* Supported other sub process during the crucial periods like Quarter Ends and Year Ends.
* Providing feedback for current processes and suggesting alternative approaches.
* Weekly and Monthly Audit activities of the Team and Consolidation of reports whenever required and providing ideas for Process improvements.

#### EduCATIONAL QUALIFICATION

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| --- | --- | --- | --- |
| **Qualification** | **University/College Name** | **Year Of Passing** | **Percentage** |
| B.Sc(IT) | Rathinam college of Arts and Science | 2015 | 68% |
| 12th | The Suburban higher secondary school | 2012 | 80% |
| 10th | The Suburban higher secondary school | 2010 | 72% |

#### STRENGHTs

Positive attitude, Team player, quick learner, Good interpersonal skills

#### COMPUTER KNOWLEDGE

* Basic Knowledge of Microsoft Word, Excel, PowerPoint and Outlook

#### Personal Profile

Name :Abarna S

Father Name :Samuvel M

Date of Birth :11 -May -1995

Sex :Female

Marital Status :Single/Unmarried

Languages Known :Tamil(RWS) and English(RWS)

Permanent Address :House no 17, Vijaya Lakshmi Nilayam,

KandaswamyGounder street,

Rathinapuri,

Coimbatore-641027

I declare that the information and facts stated above are true and correct to the best of my knowledge.

Date :

Place : (**Abarna S)**