

Sivakumar Muthiah

Newton, MA - Email me on Indeed: [indeed.com/r/Sivakumar-Muthiah/fea91c37201e7fd5](https://www.indeed.com/r/Sivakumar-Muthiah/fea91c37201e7fd5)

Over Fifteen years of working experience in iFecs (Integrated Federal Employee's Compensation System) at U.S department of labor office in Boston. The federal government designed this application to create cases, imaging documents, validating documents and maintaining quality control. This application plays a major role in our daily work at DOL office.

I provided services such as data mining, transferring data and recording them electronically for easy access. Preparing case files for claims examiners.

Performed troubleshooting and maintenance of computers, copiers and printers.

Training new employee's iFecs system in DOL office.

RESPONSIBILITIES INCLUDED:

As a data entry personnel, I have provided services such as data mining, providing security checks in accordance with DOL laws and policies; researching, collecting, correlating and analyzing data to ensure the integrity of information and preparation of reports. I have provided direct service to customers and their representatives; and managing files, databases and correspondence.

- Performed pre-screening various applications and submissions by applicants for accuracy and completeness of initial supporting documentation and scheduling applicant appointments, communicating directly with applicant and their representatives.
- Performed analysis on files, reports, and information systems and databases to update information and maintain data integrity.
- Identified incoming applications that require expedited service or requests and channel those through the correct work process.
- Created and edited office documents and correspondence using office automation software, i.e. graphics, databases, spreadsheets and word processing and managing individual case files, accounting for the movement of files to other locations, conducting audits of files and acting as a records liaison with other agencies.
- Performed complex office automation duties requiring different approaches and methods from one assignment to another, reviewing and screening applications for benefits to ensure validity of documentation submitted, providing routine information and assistance on applications for benefits, maintaining subject matter files, technical instructions, and/or operating procedures.
- Schedule and coordinate meetings, appointments, and travel arrangements for supervisors and managers.
- Trained 2 administrative assistants during a period of company expansion to ensure attention to detail and adherence to company policy.
- Developed new filing and organizational practices that would enhance the work flow for daily services.
- Maintain utmost discretion when dealing with sensitive topics.

- Manage travel and expense reports for department team members
- Evaluated and analyzed cases where expedited screening or resolution of requests for workers compensation benefits is necessary, determining whether requests for workers compensation benefits are valid and whether applicant is eligible, reviewing and screening applications for benefits to ensure validity of documentation submitted and completeness of supporting documentation, preparing a variety of reports utilizing a number of software applications, and retrieving information from other software systems such as databases, spreadsheets, graphics, and Microsoft word processors.
- Excel in the areas of coordinating agendas, meetings and appointments on a priority basis.
- Ensure a high level of office efficiency and effectiveness.
- Exhibiting exceptional attention-to-detail when preparing drafts, reports, correspondence, minutes and presentation materials.
- Excellent relationship-building skills to ensure corporate office is well presented to meeting, events, clients, visitors and general public.
- Ability to work with executive and support teams to harmonize administrative systems and also able to perform tasks in compliance with standard office procedures.
- Provide channels for effective communication both interdepartmentally and with key external personnel in terms of receiving and responding to phone calls and referring them to appropriate subject matter experts.
- Worked closely with nonprofit organizations in helping refugees to fill out the appropriate forms such as I-131 Application for travel documents, I -730 Refugee relative petitions, I- 765employment authorization document and I -485Permanent residence.
- Attend DOL management and operations committee meetings; coordinate the preparation, planning and follow-up of these meetings.
- Review on a regular basis, financial results and variances in the budget provided by the finance department and assist in preparation of budget coordinate and process purchase orders, expense claims and invoices.
- Screen, assess and anticipate workload based on knowledge of director's priority and performing administrative and management services that are imminent to run the office smoothly such as human resources, mailing and telecommunications, reporting and reordering office equipment.
- Respond to the verbal and written enquiries from the board of directors.
- Address and monitor incoming correspondence and take action where appropriate in responding to, redirecting requests, provide quality control of all outgoing correspondence and documents.
- Exceptional trouble shooting skills in terms of project analysis and data mining.

Continuous education to understand administrative policies and procedures and adopting the skills to perform efficiently and meeting the deadlines as expected.

Performed data analysis of files and reports that require maintenance to maintain data quality and integrity.

Authorized to work in the US for any employer

WORK EXPERIENCE

Department of Labor for 9 -

October 2014 to January 2017

SDSE LLC -

May 2012 to September 2014

Enterprise information services, Inc -

June 2008 to May 2012

IT Support

Harris Corporation -

March 2000 to June 2008

EDUCATION

Bachelors in computer science in Cisco Networking and cyber security

University of phoenix

Bunker Hill Community College

mathematics, physics, chemistry, and computer science

St Mary's Higher Secondary School Tuticorin Tamil Nadu India - Tuticorin, Tamil Nadu

SKILLS

C+ (Less than 1 year), DOS (Less than 1 year), Excel (Less than 1 year), HTML (Less than 1 year), Internet Explorer (Less than 1 year)

ADDITIONAL INFORMATION

Operating Systems: MS-DOS, MS Windows ME/XP/Vista/ Windows 10, Apple Mac OS X 9.

Software: HTML, MS Internet Explorer, Mac OS X Lion, MS Office 2010 (Word, Excel, PowerPoint).

Languages: C++, Html, Visual Basic, java script.

Networks: CISCO, TCP/IP

STRENGTHS:

Hardworking, adaptive to any situation, good co-ordination, assertiveness, imputative nature, good communication skills, attention to details and familiar with cross-culture environment.