|  |  |  |
| --- | --- | --- |
|  |  | VENKATACHALAM S  E-mail: [venkatsekaran1301@gmail.com](mailto:venkatsekaran1301@gmail.com)  Mobile: +91-9176991301 |

|  |  |
| --- | --- |
| OBJECTIVE | **T**o pursue a challenging and satisfying carrier in the industry and to be a part of the progressive organization that gives me an opportunity to exhibit my technical skills and giving scope for career and financial growth. |

|  |
| --- |
| PROFESSIONAL EXPERIENCE |

* Worked in **BLEND STEEL ENGINEERING** as **Design Engineer** (from **June 2019** to **Dec 2019**).
* Worked in **Barclays Global Service Center** a**s Process Associate** (From **Jan 2019** to **Jan 2020**).

|  |  |
| --- | --- |
| PROJECT DESCRIPTION |  |

At **Blendsteel** :

As a mechanical designer, familiar with creating models before settling on the finished design. My

role emphasize duties like improving manufacturing processes, collaborating with project managers, using CAD software, testing models, and finalizing designs. Designed models based on mechanical skills, design expertise, computer proficiency, teamwork and time management. Customer service orientation is also important as we need to consult directly with our clients.

At **Barclays**:

Overseeing the management of Payment Protection Insurance Complaints within UK Retail Banking department. Ensure meeting / exceeding of service level agreements and agreed key performance parameters – Rebuilding Customer’s trust in the Bank.

|  |  |
| --- | --- |
| ROLES AND RESPONSIBILITIES |  |

At **Blendsteel** :

* Managed all phases of the design process for a multitude of products, components, parts, assemblies and subassemblies, including drafting, dimensioning, tolerancing, prototyping and documenting results. Known for quality excellence and a “do-it-right-the-first-time” design standard.
* Commended for strengths in defining, assessing and satisfying complex product functional specifications and manufacturability concerns.
* Designed component/module replacements for existing machinery that improved functioning and extended the life of equipment thought to be obsolete for a fraction of the total replacement cost.

At **Barclays**:

* Troubleshooting Customer Complaints
* Performing quality reviews on Application & Restructure process and Sending Letters to Customers
* Part of Funds Transfer process and compensation refund issued to Customers along with the Final Response letter.
* Handling adhoc works such as HM Revenue & Customs, Reopen survey, analyzing of Under payment & Over payment cases and reporting back the status outcome.
* Process documents reviewed and changes have been highlighted to Line Manager and arrange for amendments.
* Assisted Team Manager(s) in several occasions by identifying, analyzing and investigating adhoc activities like Overpayment & Underpayment in FT process, for Re-open survey.

|  |
| --- |
| QUALIFICATION |

* **Bachelor of Engineering**–Mechanical Engineering from Rajalakshmi Institute Technology, Kuthambakkam, Chennai in 2017 with 6.99 CGPA.
* **HSC**- Sir Ramaswamy Mudaliyar Higher Secondary School, Chennai in 2013 with 79.91%
* **SSLC**- Sir Ramaswamy Mudaliyar Higher Secondary School, Chennai in 2011 with 87.40%.

|  |
| --- |
| SOFTWARE PROFICIENCY |

* Auto Cad, Creo, Catia, Ansys.
* Oracle Developer Certification in Greens Technology, Tambaram.

|  |
| --- |
| TECHNICAL SKILLS: |

* SQL and PL/SQL Developer
* **ENVIRONMENT**– TOAD , SQL\*plus, SQL LOADER

|  |
| --- |
| ACHIEVEMENTS |

* Eminent record making achievement for creating most number of websites in one day with the “**Limca Book of Records”.**
* Participated an Eminent World Record under the Theme “**World’s Biggest International Hands On Ethical Hacking Workshop”** from Wikitechy and Microsoft Research community Group,

Chennai.

|  |
| --- |
| STRENGTH AND SKILLS |

* **Professional**- Team work, ability of smart working, optimistic.
* **Behavioral**- Hardworking, Dedicated to work.

|  |
| --- |
| PERSONAL DETAILS |

|  |  |
| --- | --- |
| **Date of Birth** | : 13/01/1996 |
| **Father’s Name** | : Sekaran K |
| **Marital status** | : Unmarried |
| **Nationality** | : Indian |
| **Languages Known** | : English (read, write, speak), Tamil (read, write, speak) |
| **Permanent Address** | : 24/10, Saradha Nivas Apartment, kannaiya chetty street,  Ambattur,Chennai-53 |

|  |
| --- |
| DECLARATION |

I hereby declare that all the above furnished details are true to the best of my knowledge and belief.

|  |  |
| --- | --- |
| Date : | Yours faithfully, |
|  |  |
| Place : CHENNAI | (**VENKATACHALAM.S**) |