



HARIHARAN

IT



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hariharan1111996@gmail.com

EDUCATION

- 2017-2019

MBA - HR & HOSPITAL MANAGEMENT

PRIST DEEMED TO BE UNIVERSITY, TNJ.

- 2014-2017

B.COM - ACCOUNTANCY & COMMERCE

BHARATHIDASAN UNIVERSITY, TNJ

APPLICATION KNOWN

KOFAX & VAULT - 2021 - Present

PROJECT HANDLED

DEALETRACK / Tool - Kofax

- Get the source files from the client
- Validate and correction the vehicle information as per client requirements.
- Save and upload the file in the server through kofax tool.

MANHEIM / Tool - Vault

- Validate the VIN, owner DBA, resale details, odometer, name of the state, vehicle status, model, make, year, lien holder, repossession, AOC as per client requirements.

ABOUT ME

Hard working and dedicative business management graduate seeking

Challenging entry level position that will allow the use and growth of my organizational skills and career advancement, while making a significant contribution to the success of the employer.

CAREER SUMMARY

2021 - PRESENT

CONCENTRIX

Operational Representative

- Collect the source from client.
- Validate and correction the vehicle information as per client requirements.
- Save and upload the file in the server through KOFAX tool
- Ensure service delivered to our customers meets contractual Key Performance Indicators ('KPIs')
- Clarify customer requirements; probe for understanding, use decision-support tools and resources to appropriately provide resolution to the customer
- Listen attentively to customer needs and concerns; demonstrate empathy while maximizing the opportunity to build rapport with the customer
- Greet customers in a courteous, friendly, and professional manner using agreed-upon procedures
- Maintain basic knowledge of client products and/or services
- Prepare complete and accurate work including appropriately notating accounts as required
- Participate in activities designed to improve customer satisfaction and business performance
- Offer additional products and/or services
- Track, document and retrieve information in the chat/call tracking database
- Respond to customer inquiries by referring them to published materials, secondary sources, or more senior staff.

FUNCTIONAL EXPERTISE

Operation System :

Windows Ultimate 7, Windows8

Applications :

MS-Office (Word , Excel , Power point), C , C++ , (basics)

Hardware :

OS Installation, System Assembling.

SKILL

- Communication
- Organization
- Analytical abilities
- Creativity
- Project management
- Tenacity
- Problem-solving
- Resourcefulness
- Leadership
- Flexibility

PERSONAL DETAILS

- | | |
|-------------------|-----------------|
| • Father's Name | : M.Manoharan |
| • D.O.B | : 01/11/1996 |
| • Gender | : Male |
| • Marital Status | : Unmarried |
| • Nationality | : Indian |
| • Languages known | :Tamil, English |

MAHARAJA READYMADES

Asst.HR

2020 - 2021

- Recruitment process
- Payroll
- Performance appraisal
- Employee document maintenance
- Backend process

ACADEMIC PROJECT

"A Study on Patient Satisfaction with Special Reference to Specific Hospital in Thanjavur", International Journal of Research in Engineering, Science and Management, Volume-2, Issue- 5, May-2019.www.ijresm.com | ISSN (Online): 2581-5792, Page(s): 158-164

ACHIEVEMENTS

- **Event Manager of 'Best Management Team'** in Mega Management meet -**MEDHA2K19**.
- Runner in **Best Management Team** event in **Tricks 2k18** national level management meet organized by **Maruthupandiyar College**, Thanjavur.
- Runner in **Ad-zap in TIECOONs 2k18** event organized by Jamal Mohammad College, Trichy.
- Event organizer for **B-Quiz in MEDHA 2k17** Mega Management Meet organized by PRIST School of Business.
- Participating in NSS activities in my college days.
- Participating in many management events in various institutions.
- Made paper presentation on various management related topics such as Patient satisfaction.