

## SHANKAR SUBRAMANIAN

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### Professional Summary

- Well-organized, self-motivated individual with ability to rapidly learn new tasks
- Track record for consistently meeting goals and delivering a high level of job performance
- Proven ability to build strong customer/client relationships
- Reliable, taking additional responsibilities & ownership and fast learner
- Adaptive to work in a fast paced environment with adherence to deadlines
- Eight years of experience in top leading investment banking division presentations.
- Extensive knowledge in creating and formatting presentations which involves advance charts, presenting the content in creative format, 100% accuracy of data, animations, etc.
- Appreciated by UK stakeholder for analysing the 2015/2016 data (UK to India Migration report)
- Tools knowledge (MS Office tools and IBM Blueworks)
- Awarded Best Performer for successfully achieving no negative feedbacks from the client.
- Have good track records in providing technical and template related training for the new members to the team.
- Well qualified in Queue Management & Quality Control
- Adaptability to continually changing corporate environments.

### Professional Experience

#### **RBS Business Services India Pvt. Ltd. (Jul-11 to Current)**

##### ***Programme Management Office at RBS (Jun-14 – Current)***

- Providing program management support for project migrations from UK to India
- Prepare meeting decks and minutes of the meeting for various governance forums at all levels and worked on tracking and closure of open actions.
- Standardised the reporting templates of various meeting forums to meet standards & expectations of global stakeholders.
- Good understanding and experience in capturing Process maps (As is and To Be) in IBM Blueworks Live
- Proactively communicating project status, Reporting, Risks & Issues and Dependency.
- Prepares and maintains weekly and monthly project status reports.
- Ensures that the Project Management Office processes are kept up to date.
- Effective tracking and communication of project status and metrics across multiple programs and business functions
- Actively participated in the team's continuous improvement projects

***Creative & Design Services, RBS (Jul-11 to Jun-14)***

- Handling a team of 8 members and responsible for their quality and performance
- Responsible for meeting Service Level Agreements for On-time delivery and Quality
- Effective workflow management and supervision
- Mentoring the team members to achieve their goals
- Training and developing new employees to the floor
- Ensures the team members are motivated and trained to deliver optimum service
- Responsible for generating different reports for operations team to ensure adherence to the client SLA
- Creating new activities or innovations to help the team or team members to achieve their goals.
- Building up a good rapport with the team members to ensure a positive working relationship with them for the benefit of the organization and team.

***RR Donnelley India Outsourcing Pvt. Ltd. (Oct-03 to Jul-11)******Senior Project Coordinator***

- Worked as a Subject Matter Expert.
  - Providing solutions to the CSE when they have any difficulties in handling client calls.
  - Helping the operators if they have any difficulties while they do production.
- Feedback
  - Providing feedback to the Operators in terms of Quality and Productivity.
  - Getting Feedback and suggestions from the operators to improve the process.

***Project Coordinator (Jan-08 to Dec-10)***

- Queue Management & Quality Control
- Responsible for meeting Service Level Agreements for On-time delivery and Quality.
- Quality Control
- Floor Management / People Management
  - Supporting Operators while they found any difficulties in the job.
  - Giving feedback to the Operators in terms of quality and productivity.
  - Getting Feedback and suggestions from the operators to improve the process.
  - Motivating Operators to work as team and developing them to achieve the SLAs

***Seshasai e-forms, Chennai******Team Leader***

- Responsible for handling entire process starting from receiving, quality checking, and upload the forms in the server.
- Responsible for delivering the forms to the Client.
- Responsible for tracking and clearing rejected forms.

## Educational and Other Qualifications

Specialisation	Institution	Year of passing	Grade
Bachelor of Business Administration (B.B.A)	Madras University, Chennai	2002	II
One year <b>Diploma</b> course in NIIT			
Six month course in <b>Software Testing</b> in STC Technologies			
Typewriting English and Tamil <b>Higher grade</b>			

## Environments

Operating System	Windows NT 4.0, Linux, MS – DOS
Language	C ++, Java 2.0
Data Base Back End	MS SQL Server 7.0
Packages	MS Office

## Languages Known

English	Read, Write and Speak
Tamil	Read, Write and Speak
Hindi	Speak

## Hobbies

Reading magazines and newspapers  
Watching sports (Football, F1 and Cricket)  
Playing cricket

## Personal Details

Date of Birth	05 April 1979
Sex	Male
Father's Name	R Subramanian
Religion	Hindu
Marital Status	Married

## Declaration

I do hereby declare that the particulars of information and facts stated herein above are true, correct and complete to the best of my knowledge and belief.

Date:  
Place: Chennai

**(SHANKAR SUBRAMANIAN)**