

RESUME

Loganathan Sundarrajan

218 Secretariat Colony,

Paduvancherry,

Chennai – 600126.

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Objective:

9.2 Years' Experience in presentations/creative design industry. Looking forward for a fruitful position where I can utilize my skills and abilities for self-development and overall development of the organization.

Personal Skills:

- Good knowledge on basics of computer and experience in working with MS Office/ Adobe Creative Cloud
- Ability to deal with people positively and a team facilitator
- Comprehensive problem solving abilities
- Innovative with willingness to learn
- Self-motivate and determined
- Leadership ability

Educational Profile:

- Passed “Master of Business Administration – Operations Management” from Madras University (IDE)
- Passed “Bachelor of Science – Computer Science” from Guru Nanak College, Velachery
- Passed “Senior Secondary Examination (XIIth)” from Government Boys Higher Secondary School, Chrompet
- Passed “Secondary Examination (Xth)” from Jai Gopal Garodia National Higher Secondary School, East Tambaram

Technical Skills:

- Exceptional knowledge in MS Office (PowerPoint, Word and Excel)
- Adobe Acrobat Professional
- Adobe Illustrator
- Adobe InDesign
- Adobe Photoshop

Extra Qualification:

- Typewriting Lower in English (Passed in first class)
- Hardware and networking

Experience:

March 2016 – Present: **Creative & Design Services Analyst**, NatWest Group (RBS Services (India) Pvt. Ltd.)

Key Result Areas:

- Assign the tasks to the team members, this involves understanding who's best suited to complete a particular task in a Right First Time
- Handling customer queries raised thru different documents (PowerPoint, Word and Excel) and resolving the queries
- Managing and coordinating with client on presentation
- Responding to stakeholder queries/emails on timely basis
- Provide high quality, real-time assistance to top clients in Banking Industry for support of their projects completion. Responsible for creating, editing and formatting of documents primarily in Microsoft Office and associated software, with primary focus on MS-PowerPoint, MS-Word and MS-Excel. Ensure timely delivery of product that is defect-free and has consistency in formatting and layout
- Multi skilling on other processes
- Provide accurate time estimates for each stage of the design process
- Timely and accurate delivery of requests as per the metrics/SLA
- Ability to handle high volume and critical requirement
- Have good proofreading and quality checking skills
- Good understanding of the process
- Timely escalation of exceptions and incidents
- Creating info graphics, animations and videos in PPT
- Creating charts and financial table as per standard or required styles
- Well-developed interpersonal, analytical skills and creative abilities

Achievements in NatWest Group:

- Positive feedbacks from Managing Director office
- Promoted as Direct to Banker (DTB)
- Received spot awards for Zero Reworks

Experience:

November 2012 – March 2016: **Senior Document Specialist** (Direct to Banker & Acting as Team Lead/Associate Project Coordinator), Williams Lea (India) Pvt. Ltd.

Key Result Areas:

- Provide high quality, real-time assistance to top clients in Banking Industry for support of their projects completion. Responsible for creating, editing and formatting of documents primarily in Microsoft Office and associated software, with primary focus on MS-PowerPoint, MS-Word and MS-Excel. Ensure timely delivery of product that is defect-free and has consistency in formatting and layout
- Handling top banking clients from multiple regions like Americas and APAC, Independent contributor and Subject Matter Expert for APAC Region

Key Result Areas (cont'd):

- Working closely with Work flow Coordinators and Project Coordinators to support requirements
- Acting as Quality Check recourse and proof reader for Junior Document Specialists in the team as and when required
- Good understanding of the process
- Ability to handle high volume and critical requirement
- Have good proofreading and quality checking skills
- Excellent ability to identify and analyze manuscripts specified by the client and derived at conclusion
- Act as Trouble shooter for Junior Document Specialists in handling request with tight deadline
- Ability to identify deviations from standard working procedures and alteration to meet client specifications
- Mentoring team members and act as Subject Mater Expert and help them in adopting efficient and effective methods in completing task within client specified deadline on turnaround time
- Creating charts and financial table as per standard or required styles
- Well-developed interpersonal, analytical skills and creative abilities
- Assists with training new Document Specialist on policies, procedures, and functions

Achievements in Williams Lea:

- Winner of Best Performance Award for 4 times from Williams Lea
- Maintained 100% quality for last 12 months
- Received applauds emails from 100% client satisfaction and innovative ideas
- Positive feedbacks from onshore teams
- Received spot awards for Banker appreciation from Williams Lea
- Promoted as Direct to Banker (DTB)
- Received spot award for Zero Reworks

Personal Details:

Name : Loganathan S
Father's Name : Sundarrajan S
Mother's Name : Sivagami S
Date of Birth : 26 April 1990
Nationality : Indian
Gender : Male
Marital Status : Single
Languages Known : English & Tamil

Place:

Date:

Thanks,

Loganathan S