

# SELVI CHELLADURAI

Program Manager

## CONTACT

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## SKILLS

Project planning

Team Management | Time Management | Critical Thinking | Program Management | Planning & Scheduling | Leadership

## LANGUAGES

English|Tamil

## HOBBIES AND INTERESTS

- Encouraging manager and analytical problem-solver with talents for team building, leading and motivating, as well as excellent customer relations aptitude and relationship-building skills. Proficient in using independent decision-making skills and sound judgment to positively impact company success. Dedicated to applying training, monitoring and morale-building abilities to enhance employee engagement and boost performance.
- Multi-tasking Manager well-known for creating positive workplace culture and high-performing teams. Demonstrated expertise, including competitive offerings, pricing and market positioning.

## SOFTWARES

MS Office|Tally|Oracle

## SUMMARY

â€¢ A competent professional in Operations Management, People Management, Process Management, Data Reconciliation, vendor management, Client Relationship Management, Attrition Management, and a Team Player.

â€¢ An out of the box thinker with a proven track record of establishing processes, streamlining workflow, and creating a teamwork environment to enhance productivity innovatively.

â€¢ Well versed in conducting programs across locations, webinars through various online platforms and blended programs as well.

â€¢ Excellent interpersonal skills with problem-solving, logical thinking, and Analytical abilities.

## WORK EXPERIENCE

**Program Manager**  
Great learning, Chennai

Mar 2019 - Present

â€¢ Attrition Management  
â€¢ Customer Satisfaction & Customer Success  
â€¢ Program Delivery Management  
â€¢ Resource Allocation & Team Building  
â€¢ Process Improvement & Training  
â€¢ Strategic Faculty Planning - PAN INDIA

Achievements:

Delivery Operations

â€¢ Ensuring the attrition rate to be < 5% for all batches by counselling  
â€¢ Attaining 3.5 rating out of 4 in the MPF & EPF by continuously monitoring student feedback  
â€¢ Achieving on time batch payments within the instalment due dates.  
â€¢ Planning faculties for all locations thereby reducing 45% of logistic cost & 35% of training cost.

Academic & Tech Contributions

â€¢ Team building: On boarding full/part time faculties/trainers, Academic Counsellors, Data Scientists & Associate Program Managers.  
â€¢ Streamlining the Exam process and Evaluation process.  
â€¢ Training the Academic Counsellors on achieving better in class rating and focusing on achieving 90+ pass percentage.  
â€¢ Guiding the team to prioritize the content to be created by managing their other tasks.  
â€¢ Suggestions to improve the features on the LMS and Dashboards for a better view of reports.  
â€¢ Shared inputs to improve the student experience on the LMS  
â€¢ Ideas to implement Auto Invoice System â€¢ faculties/trainers in the LMS, Assessment Planner,  
â€¢ Student life cycle in the system, Grading scheme, Admission Fees etc.,  
â€¢ Planning / Setting New process for better outcomes  
â€¢ Monitor all DSE FT & Online programs process are followed

- Taught day to day work planning to team and motivated to handle effective customer service techniques.
- Trained and developed personnel to improve my team on work.

Jan 2017 - Mar 2019

### Admin Executive

HIMT, Chennai

- End to End on admission for All marine courses.
- Update in Government Marine profile
- Managing Admin Help Desk/Reception Management.
- Take care of cleanliness of the premises. Supervision of office housekeeping & Security guards.
- Take care of email for enquiry of courses & verification of candidates from the companies.
- Take care of daily attendance, faculty checking for the classes.
- Courier management. Pantry/Cafeteria Management. Petty Cash Management. Keys management.
- Preparation of Purchase Orders, Vouchers, receipts, and letter correspondence.

Assets Management. Visitor Management.

- Verification of all bills relating to electricity, water, office services, repairs and maintenance of office equipment and machinery, stationery etc.
- Dealing with all kind of vendors like stationery suppliers, couriers, food supplier, transportations, Bills processing etc. Preparation of daily, weekly and monthly.
- Transportation Management and co-ordination.
- Client Visit Organizing and Booking conference / meeting rooms, refreshments, lunch etc.
- Generated reports, uploaded documents into digital storage and prepared client case affidavits.
- Established and developed strong administrative team by delivering ongoing coaching and motivation and fostering career advancement.

### Admin Executive

Sep 2008 - Oct 2016

TCS, Chennai

- Taking care of entire purchase, Price Negotiation, Bill processing, vendor Management.
- Budget preparation in coordination with project team & PMO.
- Dealing with all TCS Transit Quarters, Hotels & Service apartments, regarding room reservations.
- Invoice processing, Following with finance for payments.
- EPABX Correspondences. (TTSL AND BSNL Bill correspondence)
- Taking care of client visits, arrangements & settings in conference room. Making PowerPoint presentation in plasma.
- Prepared quotes for new products and services and composed budgets.

## EDUCATION

**BBA: business management and administration**

University of Madras

Apr 2005 - Apr 2008