**Cover Letter**

Prashanth V  
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Dear Hiring Manager,

This letter is to express my interest in discussing the opportunity in your organization. The opportunity presented in this listing is very appealing, and I believe that my experience and education will make me a competitive candidate for this position.

The key strengths that I possess for success in this position include, but are not limited to, the following:

* Strive for continued excellence.
* Strong communication skills.
* Self-starter.
* Explore new areas of learning.

You will find me to be well-spoken, energetic, confident, and personable, the type of person on whom your team will rely. I also have a wide breadth of experience of the type that gives you the versatility to place me in a number of contexts with confidence that the level of excellence you expect will be met. Please see my resume for additional information on my experience.

I hope that you'll find my experience and interests intriguing enough to warrant a face-to-face meeting, as I am confident that I could provide value to you and your customers as a member of your team.

I can be reached anytime via my cell phone, 0-9880628095. Thank you for your time and consideration. I look forward to speaking with you about this employment opportunity.

Sincerely,

Prashanth

**PRASHANTH V**

#22,”Shanti Nivas”,7thA cross,Nanjappa layout, Vidyaranyapura. Bangalore – 560097

Mobile:+91-0-9880628095, DOB: 18th Feb 1983, Email Id: [vprashanth26@gmail.com](mailto:vprashanth26@gmail.com)

# Objective

# Seeking a challenging career in a progressive organization where my knowledge can be applied and which can provide me with a dynamic work atmosphere to extract my inherent skill, use and develop my aptitude to further the organization’s objectives and also my career in the process.

# Work Experience

# Worked as Unit Manager in Mphasis Pvt Ltd.

# Worked as Customer Service Executive at HSBC Data Processing India Pvt Ltd.

**EXPERIENCE & PROFESSIONAL DEVELOPMENT**

**Organization: Mphasis Pvt Ltd.**

**Designation: Unit Manager**

**Duration: May 2011 – May 2014**

**Teams / Process Handled:**

**1)** **Credit Card Maintenance:** Managing a team who provide complete maintenance and support to new and existing Credit card customers.



1. Handled a team size of 25 members.
2. Provide training for new joiners and conduct refresher training for under- performers.
3. Handled recruitment for the process.
4. Responsible of planning, scheduling and conducting trainings on the matrices identified for the individual bottom quartile processors.
5. Responsible for continuously monitoring the performance of the processors post refresher training for a period of 3 months.
6. Manage staffing requirement based on forecast working in concurrence with the Human Resource and Work Force Management Team.
7. Handling Client escalations with at most criticality. Acknowledging, providing business required response with accuracy and on-time response.
8. Ensure that all inter-departmental issues are handled appropriately and resolved.
9. To ensure all departments reports is delivered on time .
10. Solely responsible for handling entire department **MIS reports** and project co-ordination.

**C:\Program Files (x86)\Microsoft Office\MEDIA\OFFICE12\Bullets\BD10263_.gif 2) Capital Market – Brokerage (Non- Voice) - May 2011 – September 2012**

Providing online brokerage services to self-directed investors in the United States and abroad for the Client TD Ameritrade which is a Banking & Capital market company – Process task includes opening of new DMAT Accounts, Maintaining the accounts, Transferring assets etc. for online trading customers

**Customer Account Services (CAS):**

1. Handled a team consisting of 25+ agents for different Line of Business(LOB).
2. Managing teams through a group of frontline leads to ensure optimum performance on daily basis.
3. Scheduling &planning trainings for new joiner& for low performing associates.
4. Drive clients and corporate Service Quality standard, Performance and Financial metrics, clients/customer & associates satisfaction goals.
5. Ongoing daily, weekly and monthly performance reviews to access deviation and take corrective measures to improve the Service quality.
6. Coach, Mentor and Develop supervisory staff.
7. Educate and groom associates for future prospects and growth opportunities.
8. Conduct team building activities regularly to improve team bonding and employee turnover.
9. Manage staffing requirement based on forecast working in concurrence with the Human Resource and Work Force Management Team.
10. Handling Client escalations with at most criticality. Acknowledging, providing business required response with accuracy and on-time response.
11. Ensure that all inter-departmental issues are handled appropriately and resolved.

**Organization: M/s HSBC Data Processing India Pvt Ltd.**

**Designation: Customer Service Executive**

**Duration: April 2007 – May 2011.**

# Loan and Mortgage Maintenance (Non- Voice)

1. Worked as backup supervisor in charge for a team of 9 processors.
2. Complete in-charge for assigning work to processors.
3. Member of the Core Process team– Responsible for owning the Quality and Productivity matrices of the team members.
4. Identifying the bottom Quartile processors
5. Responsible of planning, scheduling and conducting trainings on the matrices identified for the individual bottom quartile processors.
6. Responsible for continuously monitoring the performance of the processors post refresher training for a period of 3 months.
7. Ensuring the bottom quartile processors meet the floor metrics post refresher training
8. Conducting Process training for the new joiner’s and coach them in attaining quality metrics.
9. SPOC for queries regarding process.
10. Building and maintaining Team wise and individual wise reports on matrices like Productivity, Quality etc.

11. Preparing SPR (Section Productivity Reports) and MI (Management Information) reports for the assigned team of processors.

**Achievements:**

# Awarded as best QUALITY STAR for consistently achieving highest Quality scores

1. Achieved Learning Curve Champion award in the 1st month post Go-live after Training
2. Awarded as **PROCESS STAR** for achieving highest Productivity and Quality metrics
3. Active member of the **Best MFG** (Management For Growth) Quality team.
4. Received 2 MFG team awards
5. Received 1 of the most dignified award i.e.“**THE PROCESS SUPERSTAR”** for the entire Business vertical for consistently achieving Top 2 rating by exceeding the targeted SLA’s.
6. Appreciated for maintaining consistent Top Performance and good Team Management Skills.

**EDUCATIONAL CREDENTIALS**

B.Com🞛Magadh University 🞛2006

II PUC 🞛 Board of Secondary Education, Delhi 🞛2003

SSLC 🞛 BEL High School 🞛 1998

**PROFESSIONAL CERTIFICATION**

**IT Infrastructure Library (ITIL V3)**

**PERSONAL DETAILS**

**Hobbies**: Music, Cricket, Billiards.

**Languages Known**: English, Malayalam, Hindi, Kannada, Tamil, and Telugu.

**References:** Available on request.