**Rashmi V kakkayanavar **

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**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_OBJECTIVE\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

A mid-level position in the industry  
with a focus on Operational Management, Team Leadership, and Process Improvements

**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ PROFFESSIONAL SYNOPSIS\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

* An experienced professional with 13 months of industrial experience in handling operational activities with a focus on bottom line performance.
* Conversant with the execution of day to day customer satisfaction activities in coordination with internal/external departments for smooth portal operations.
* An effective communicator with excellent analytical /logical skills and an ability to relate to people to accomplish customer needs.
* Abilities identifying training needs across levels through mapping of skills required for particular individual
* and analysis of the existing level of competencies.
* Proven ability to manage through customers issues and team handling with strong decision making and problem solving skills.
* Able to motivate and lead others in a team environment building rapport and trust quickly with work colleagues.
* Able to prioritise tasks and workloads in order of importance and delivering results with deadlines.
* Ability to prioritise and co-ordinate activities, handling multiple tasks across multiple projects.
* Ability to work well under pressure being proactive and highly disciplined.

**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ACADEMICS\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**SDM College of Engineering and Technology, Dharwad 2009- 2013**

**Bachelor of Engineering (Computer Science)/ Overall GPA- 6.80/10**

Mini-Project: Online Blood Donation Bank System (Grade- Distinction)

Major-project: Online Examination Management System (Grade- Distinction)

Skills Developed: Excellent written and oral communication, research, interpretation and presentation.

Worked well on my own and as part of a team; set my own deadlines and managed my time effectively under pressure.

**Chetan Pre-University College, Hubli (12th Grade) 2007-2009**

Core Modules: Physics, Chemistry, Mathematics and Biology

Percentage: 52 Percent

**Smt. Nirmala Kanayalal Thakkar School, Hubli (10th Grade) 1996-2007** Percentage: 88 Percent

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**Title: Online Examination System (7th & 8th  SEM)**

**Team Size: 2**

**Role: Team member**

**Description: “Online Examination Management System”**

This system is used to solve many problems faced by education organization or any other organization. This system is used to conduct objective based/multiple choice based online exam; it will also generate the question paper for an online exam and written exam. It will pick up random question in online exam for each candidate, it will also assess online exam & generate a result for the candidate at the same time after completing an exam. The system makes all the required report to keep the record in file.

**Title: Online Blood Donation Bank (6th SEM)**

**Team Size: 3**

**Role: Team member**

**Description: “Online Blood Donation Bank System”**

This system is intended to provide information about the availability of blood in emergency conditions at their respective locations. Reservation of blood through online and maintaining the status of donors for future donations. Gathering volunteers for blood bank and hospitals. Updated information about blood donation camps and ensuring secure blood transfusion. Designed using java codes with eclipse and db2, with the skills of graphic design, user interface and website design.

**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ORGANISATIONAL EXPOSURE\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**ThinkVidya Private Limited, Bengaluru January 2014-February, 2015 Operation Management (Team Lead)**

**Key Responsibilities:**

* Responsible for providing excellent services to customers and the general public from the first point of contact.
* Responsible for team information, including: contributing to the departmental monthly report; monitoring and reporting staff absence; reporting and developing Key Performance Indicator/ Quality Improvement Framework data; overseeing performance management systems and producing relevant information as required.
* Provide direction to the team, with responsibility for ensuring all the work is carried out to a high quality standard along with being responsible for management-related duties, such as 1-2-1s, team meetings and performance assessments.
* Ensure that all customer correspondence and information is efficiently and accurately dealt with by the team. Including maintaining accurate profiles of correspondence, application forms and computer data for ongoing audit and quality assurance purposes.
* Ensure that website profiles is regularly reviewed and is appropriate and accurate in consultation with customers.
* Work with the product team to determine and manage developments and changes in line with the portal and under and deliver to the team and the customers.
* Recruiting new employees, training them and getting them on board with their roles and responsibilities.
* Monitoring team members' participation to ensure the training they provided is being put into use, and also to see if any additional training is needed.
* Manage the flow of day-to-day operations, create reports to update the company on the team's progress and distribute reports to the appropriate personnel.
* Undertake all duties and responsibilities in compliance with the rules and regulations encompassing equal opportunities / confidentiality.

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Language: C, C++, Java, DB2.

Operating systems: Z/OS, Windows, Linux.

Tools: Sql

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* Participated in college and school level competitions and received merit positions.
* Worked as a coordinator during SDM Utsav-2010.
* Participated in national level technical event Think’10.
* Participated in INSIGNA’12, secured 1st place in group dance event.
* Coordinator of outgoing exchange in AIESEC.

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* Acting.
* Dancing.
* Street Play.
* Organizing events.
* Learning new things.
* Reading books.

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Father’s Name: Mr. Vijaykumar C K

Mother’s Name: Mrs. Saraswati M S

Date of Birth: 25Th May 1991

Marital Status: Single

Languages Known: English, Kannada, Hindi, Marathi

Nationality: Indian

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I assure your Excellency that the information given above is true to the best of my knowledge and belief. If provided an opportunity, I will utilize it with all my determination to be a committed professional dedicated to the cause of the organization.

Date:

Place: Bengaluru (RASHMI V kakkayanavar)