**LAVANYA.P,**  [lavanyaperiyasamyk@gmail.com](mailto:lavanyaperiyasamyk@gmail.com)

Stamina residency, 7598273692.

Behind Madiwala Ayyapa Temple,

Madiwala, Bangalore-560068.

**Career Objective:**

To seek a challenging job where I can find an opportunity to prove my skills, share my knowledge, horn the existing ones and dedicate my experience in managing clients and projects.

**Abilities:**

Experienced working in fast-paced environments demanding strong organizational, technical and interpersonal skills. Versatile personality skilled in providing leadership, direction, strategy with proven record of Leading and completing projects successfully.

The comprehensive skill set, which frames my dynamic career profile includes:

* Excellent verbal, written and interpersonal communication skills
* Proven ability in assessing client needs and ensuring the dissemination of necessary information with clarity and enthusiasm
* Possess excellent organizational, customer relationship management, problem solving and project management skill with cross-cultural adaptation and creative abilities.

**Work Experience:**

**Organization Name:** **Schawk India Pvt., Ltd** **(Oct 2016 to April 2018)**

**Designation: Client Coordinator**

**Client Names:**

Packaging design - Ferrero Leeds, Colgate Leeds, Pladis, Unilever Leeds, Tesco, Sainsburys, Chedraui, Kelloggs, Aldi, COOP and USG Boral (UK, US, Singapore, Malaysia Business Centers and Clients)

**Responsibilities:**

# Interacting between the Production Team, Management team and Clients/Business Centers

# Understanding the email Instruction and fulfil the Client satisfaction

# Analyzing the jobs based on requirement and adhere with client requirement

# Constantly delivering reliable contribution in all my major accounts

# Scheduling Jobs for checking in way of Pre-flight check & Quality Control to arrest errors within studio

# Checking the artworks thoroughly before uploading to Client site to avoid any rejection

# Acknowledgment of emails from Client on-time and attending Web-Ex, Skype call for daily status with Clients

# Allocating jobs to production team based on project requirements and priorities

# Trained the new joiners in my team and others effectively and ensured everyone on the team could able to handle the process without any deviation

# Generating all kinds of reports in Studio whatever required and able to do more reports depends on Management requirement

# Chasing & follow-up with production team to deliver jobs quicker and on time to achieve 100% delivery which we are committed on daily basis to client

# According to the priority list from client and shared the same to production team to avoid delays

# Get the immediate feedback from Client for any urgent artworks to avoid delay in production

# Analyzing the External errors and given preventive action to client to avoid in future

# Sending Master artwork for approval and get the feedback from client to follow for Range jobs for consistency

# Resolving queries internally with my knowledge and experience to avoid unwanted queries on daily basis with the help of Senior Production Artists

# To see an immediate boost in confidence, take the time to appreciate and compliment my team and encourage them to do the same

# Sending Shift Roster to Team as two weeks once basis according to the system and client requirement

# Expert in using status tracking and Scheduling as well

**Organization Name:** **RR DONNELLEY (OCT 2015 - OCT 2016)**

**Designation: Customer Service Executive (Level 3)**

**Client Name:**

Financial Print - e-publishing, Graphics, Chinese Graphics (US, UK, Singapore, Hong Kong Business Centers and Clients)

**Responsibilities:**

* Operating between the operational resources and clients
* Single point contact (SPOC) for the client and the senior management
* Interface with clients frequently and maintaining an excellent relationship with them
* Oversee and coordinates client escalated operational issues
* Manage and oversee effective dissemination of client information to operations teams
* The instruction from the client is disseminated across the shift
* Responsible for quality and timely completion of all ads for the assigned accounts.
* The instruction / feedback received from the client is disseminated
* Timely flagging of issues to management
* Raising the IT tickets for employees as well as the machines / PCs if there are any technical issues.
* Generating and cascading the reports to Management team in daily, weekly and monthly basis

**Organization Name:** **HCL** **(Aug 2014 - Oct 2015)**

**Designation: Customer Service Executive (Level 1)**

**Client Name**: Commercial printing - Office Depot, Office Max and Max Perks (US Business Centers and Clients)

**Responsibilities:**

* Interacting between the Production/Quality TLs, Management Team, Clients (In house)/Business Center CSRs
* Single point of contact for the Business Center CSRs and Clients
* Receives jobs/instructions through e-mail and same will be communicated to Team
* Prioritize the rush jobs and follow up with the team and achieve the SLA
* Daily status report through e-mail/Calls with Business Centers CSRs based upon their convenience
* Maintenance of Tracking Sheets

# **Achievements:**

* Floor Topper for one year in HCL
* Offered “**STAR PERFORMER AWARD**” the Best Employee in two quarters in HCL
* SPOC for WON and various W&E Events and received “**STELLAR PERFORMER AWARD**” in RR Donnelley
* Received 25 appreciation emails from Clients for better activities and my contribution towards the job and “**LIVELY AWARD**” in Schawk

# **Trainings attended:**

* Effective Communication Skills
* Writing effective English and Conflicts Handling
* Technical training about the Process to handling tools.
* Imaging workshop for WON
* MS-Excel and e-mail Handling
* Grooming for Corporate Workshop
* Client Interfacing Skills

***EDUCATIONAL QUALIFICATION***

|  |  |  |  |
| --- | --- | --- | --- |
| **COURSE** | **BOARD/ UNIVERSITY** | **Year of Passing** | **%** |
| BE, Computer Science Engineering | Anna University | 2014 | 8.0 CGPA |
| Higher Secondary | State Board | 2010 | 82 |

**Personal Details:**

* Date of Birth : 09-08-1993
* Age : 24 Years
* Gender : Female
* Marital Status : Spinster
* To Read and write : Tamil, English, Hindi, Malayalam
* Father’s Name : Periyasamy K

# **Declaration:**

I hereby declare that all the details furnished above are true to the best of my knowledge and belief.

Place: Yours sincerely,

Date:

(Lavanya P)