

ANISH RAJ V

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Dedicated and results-driven Executive with over 7+ years of experience in managing fast-paced environments. Possess strong leadership skills, exceptional customer service abilities, and a proven track record of increasing sales and improving operational efficiency. Seeking to leverage my expertise to drive growth and success at KFC.

PROFESSIONAL EXPERIENCE

Cognizant Technology Solutions India Pvt. Ltd, Chennai
Senior Process Executive

July 2021 – Feb 2024

- Led a team of 32 users in daily operations, ensuring seamless workflow and achievement.
- Oversee all aspects of operations, including staffing, training, inventory management, and customer service.
- Maintaining personal, team, and process data with the help of Microsoft Excel and performing daily checks and reports.
- Conduct regular performance evaluations and provide coaching and feedback to team members to improve productivity and customer satisfaction.
- Ensure compliance with company policies, procedures, and safety standards.
- Allocate the work daily to the team members, and make sure the work is completed per the goals as planned.
- Collaborate with cross-functional teams to implement new programs and initiatives aimed at improving operational efficiency and experience.
- Monitored key performance metrics and implemented corrective actions as needed to achieve business goals

Guidehouse (Navigant) India Pvt. Ltd, Trivandrum
Senior Associate

Oct 2018 – July 2021

- Performing follow-up activity on outstanding accounts.
- Resolved pending accounts and inquiries in a timely and professional manner.
- Processed payments, reconciled accounts, and meticulously analyzed credit accounts for accurate process.
- Provided floor support and necessary training for the new joiners.
- Conducted regular audits to ensure compliance with safety and standards.
- Collaborated with cross-functional teams to implement process improvements and enhance operational efficiency.

Marakesh Trader, Sharjah
Admin Officer

Sept 2016 – Aug 2018

- Assuring office procedures and systems operate efficiently.
- Organize a filing system for important and confidential company documents.
- Implemented inventory control measures, resulting in a reduction in discrepancies.
- Oversaw daily warehouse operations, leading a team to achieve performance targets.
- Coordinated with outside vendors to ensure timely deliveries of important research materials.
- Conducted regular team training sessions to enhance efficiency and safety protocols.
- Ensured compliance with company policies, procedures, and safety regulations to maintain a safe and clean work environment.

SKILLS

- Team Leadership: Proven ability to lead and motivate teams to achieve goals.
- Inventory Management: Proven track record of implementing effective inventory control measures.
- Process Optimization: Streamlined store processes, resulting in increased efficiency.
- Safety Compliance: Ensured adherence to safety standards and implemented safety training programs.
- Problem-Solving: Demonstrated ability to analyze challenges and implement effective solutions.
- Customer Relations: Customer-focused with a commitment to delivering exceptional service with excellent communication and interpersonal skills

EDUCATION

College: Annamalai University	2018 - 2020
Master of Business Administration, 63.2%	
St. John's College of Arts & Science	2013 - 2016
Bachelor of Business Administration, 60.1%	
School: SDA Matric. Hr. Sec. School.	2011 – 2013
Higher Secondary, 65.75%	

CERTIFICATION

- AIGPE – Seven Basic Tools of Quality Expert

KEY ACHIEVEMENTS

- Training and Development: Designed and implemented training programs to develop the skills and competencies of employees, resulting in increased productivity, improved job satisfaction, and reduced turnover rates.
 - Compliance and Risk Management: Ensured compliance with industry regulations, safety standards, and internal policies/procedures, effectively mitigating operational risks and maintaining a safe and compliant work environment.
 - Customer Service Excellence: Implemented initiatives to enhance customer service delivery, such as improving response times, implementing customer feedback mechanisms, or enhancing service quality standards, resulting in higher customer satisfaction scores and retention rates.
 - Recognition and Awards: Received recognition or awards for outstanding performance in driving operational excellence, such as employee of the month, team performance awards, or industry accolades.
 - Quality Management: Developed and implemented quality management initiatives that improved product/service quality, resulting in higher customer satisfaction ratings and decreased defect rates
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