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**Anish Raj V**

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Kanyakumari, Tamil Nadu. 629 177

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 July 2021 – Feb 2024

Senior Process Executive

* 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 Oct 2018 – July 2021

Senior Associate

* 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 Sept 2016 – Aug 2018

Admin Officer

* 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: 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