

"SRIKRUPA"
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C S Srikanth

Objective

Motivated, results-driven operations senior manager with extensive experience across multiple domains including logistics, banking & finance, payroll, e-shopping and ITES. Proven performer and profit "maximizer", skilled in growing sales revenue, and negotiating cost-saving initiatives and reducing overhead. Demonstrated success in customer / vendor relationship management, with ability to quickly build genuine rapport and secure competitive contract wins. Hands-on experience with reputation for dedication, creative problem solving, and outstanding service.

Experience

2002–till date Vee Technologies Pvt Ltd Bangalore.
An ISO 9001:2000, ISO 27001:2005 and SPMM level 3, OCTAVE certified and HIPAA compliant Company.
Top 5 Emerging Global Service Providers in BPO for the year 2006& 07

Assistant General Manager – Operations

Wholly responsible for day-to-day operations, including production & quality control, product delivery, customer service & satisfaction, trouble shooting, decision making, leadership, building proposals, and member of policy making. The projects managed by me are from US and UK.

Key Achievements

- Brought in fresh revenue to the tune of \$2+ million.
- Administering 7 different projects with the team size of 200+.
- Migrated the process from negotiation to execution.
- Trained at client's site in US and UK.
- Redefined processes and saved time and cost for the client & Company.
- Awarded best manager of the year.
- Bookkeeping and Accounts, Payroll and Taxation project

migrated from UK successfully.

Current Projects

Logistics

A medium sized Logistics enabler from mid US has about 170 clients to cater to. He provides complete Logistics solutions. The project is on a SLA with Quality based penalties. The project involves end to end processing of freight bills and related documents. Also it involves executing the submitted EDI bills of various EDI standards. Audit work is executed by rejecting the duplicate bills, comparing the charges with the contracted rate and recommending the payment. Trained onsite at client's facility on Logistics nuances and local geography.

Banking & Finance

Carrying out check processing for Chain stores and banks in US. Has been responsible for providing almost 100% Quality throughout the 5 and ½ years with Turn around time of 15 hours. Also migrated successfully the Fund verification project for US West coast clients. This is a voice-based project.

Also carried out successfully the pilot project for Banks in Mortgage reconsideration. The live project is awaited.

E-Shopping

Was instrumental in setting up the Categorization and Attribute extraction work for a world renowned portal. The process, which started with 5 categorizers, has now grown to more than 25 people working on it.

ITES

Also I am involved in completing ad-hoc projects that the existing clients keep sending. The process in each of these projects differ and most are rule based. I have kept the clients fully satisfied in such projects so that they keep coming back for more such work being executed by us. This involves Drawing-formatting project, e-conversion of County documents etc.

Bookkeeping and Accounts

Managing a team of Accounting executives on a Bookkeeping and Taxation projects of US clients. Visited UK for migrating Bookkeeping / Accountancy and Taxation project from the client site. This project

which started off with a small unit has grown to a unit of about 20 executives. The client is now negotiating for migrating his entire back office processing. The UK project is on Sage package.

For US clients the projects involve maintaining books of accounts for Restaurants, Retail stores, Doctors' clinics etc. The process is on QuickBook package.

1978 to 2001 Syndicate Bank Bangalore.
One of the top Nationalized banks in India with more than 1700 branches spread all over India. The bank is a pioneer in various schemes.

Looking after the day-to-day operations in the branch, assisting the management in meeting the periodical targets, sanctioning credits and preparation of Balance sheet.

Key Achievements

- Brought the last branch worked to profit for the first time in 39 years of its existence.
- Fully conversant with all the rules and regulations of banking.
- Have worked in all departments of the bank.
- Also worked in the Administrative office.
- Has been appreciated for the sincere and hard work.

Education

1972–1975:APS College of Commerce, Bangalore University, Bangalore

- B. Com, Batchelor of Commerce.
- Certificate in COBOL programming from Aptech

Additional Information

- Valid US B1/B2 Business Visa up to 2015.
- Certified Internal Quality Auditor for ISO 9001.
- Member of the Security committee.
- Strong knowledge of BS7799 (ISO 27001:2005) standards.
- Strong knowledge of SPM Level 3 standards.

Compensation

To be negotiated.

Joining Time

One month after the receipt of Appointment letter.