



# Janarthani VS

E-mail: vs.janarthani@gmail.com

## PROFESSIONAL SUMMARY

Self-Motivated and result oriented individual with expertise in the field of Order fulfilment, Team management, Customer service, Quality assurance and Handling client escalations. I am looking for a position in a competitive work environment which provides me opportunities to learn and maximise my skill set.

## SKILLS

- Eye for details
- Performing well under pressure
- Quality assurance and control
- Customer service
- Time management skills
- Skilled problem solver
- Planning and organising
- Fluent in English and Tamil

## WORK HISTORY

### TEAM LEADER

04/2010 to 01/2011

**Infosys BPO | Bangalore, Karnataka**

- Managed a team of 40+ Full-time Employees. Responsible for their shift allocation, assigning new trainings, quarterly performance review, resolving conflicts and guiding them towards meeting set business/process goals.
- Responsible for interviewing & hiring new employees.
- Responsible for identifying problem areas by doing risk assessment and providing solutions to keep them under check.
- Implemented changes in processes that delivered continued improvement using Six Sigma methodology.
- Ensured Customer Satisfaction by addressing customer concerns in a timely manner and by working with other internal teams to resolve the problems swiftly.
- Worked closely with other regional teams to share best business practices which aims at reducing errors and processing time.
- Periodically updated business assets and maintained a well-documented, client approved business processes.

## PROCESS SPECIALIST

05/2006 - 03/2010

### Infosys BPO | Bangalore, Karnataka, India

- Coached the team as a Subject-Matter Expert (SME) in RMA, Managed Security Services (MSA), Contracts Coding and Customer queries related to "Symantec" for "AMER" region.
- Worked closely with the clients to prepare monthly reports and charts which was used by their sales team to reduce sales returns.
- Prepared process documents and updated them periodically when necessary.
- Conducted quality review and monthly tests to ascertain the teams knowledge on current updates and new practices.
- Ensured that the orders/queries are completed within the SLA.
- Handled complex and difficult customer queries, high dollar orders and client escalations efficiently.
- Ensured the team met "Global Data Entry Standards" and worked closely with the clients to reduce duplication of entries.

## EDUCATION

### Associate of Arts | Accountancy & Commerce G.R.G MHSS, Coimbatore, Tamil Nadu, India

2003

- Secured 89%

### Bachelor Of Corporate Secretaryship PSG CAS, Coimbatore, Tamil Nadu, India

2006

- Secured 83%
- Awarded Second Rank among 117 in the class.

### Master Of Business Administration Alagappa University, Karaikudi, Tamil Nadu, India

2011

- Majored in Project Management

## SELF - EMPLOYMENT

### Ardent Eves – Co-founder / Event Manager.

08/2016 - 04/2018

Ardent eves is an Event Management company founded by me and my partner. We managed family events such as birthday parties, baby showers, Wedding Reception etc.

**Declaration:**

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

Thank you  
Janarthani VS