



LOKESWARANS

KNOWLEDGE PROCESS
OUTSOURCING



CONTACT



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Location

Dar Al Aman 11, Dubai, UAE



Visa Status

Visit Visa



SKILLS

- Research and Analysis
- Data Analysis
- Content Management
- Client Engagement
- Process Optimization
- Quality Assurance
- Cross-functional Collaboration
- Market Trends Analysis
- Industry Compliance
- Strategic Decision-Making
- Project Management
- Communication Skills
- Continuous Improvement
- Document Management
- Vendor Management



JOB PROFILE

Results-driven Knowledge Process Outsourcing (KPO) Executive with expertise in conducting comprehensive research, content management, and client engagement. Proven track record in implementing process optimizations, ensuring quality assurance, and fostering cross-functional collaboration. Recognized for consistently exceeding client expectations, driving satisfaction. Strong analytical and communication skills, coupled with a commitment to continuous improvement. Adept at aligning KPO activities with organizational goals and staying compliant with industry standards.



WORK EXPERIENCE



KNOWLEDGE PROCESS OUTSOURCING

GENPACT | INDIA

From **October 2023** to **January 2024**

Key Responsibilities:

- Conduct in-depth research on industry trends, market dynamics, and competitor landscapes to provide valuable insights for strategic decision-making.
- Analyze complex data sets using advanced tools and techniques, contributing to the enhancement of client processes.
- Manage and maintain knowledge repositories, ensuring accuracy and relevance of information for various projects.
- Update and curate content regularly to align with evolving business requirements, fostering a culture of continuous improvement.
- Collaborate with clients to understand their specific knowledge needs and requirements, providing tailored solutions.
- Implement process improvements to enhance efficiency and reduce turnaround time.
- Execute rigorous quality checks on deliverables to ensure adherence to established standards and client specifications.
- Work closely with cross-functional teams, including sales, operations, and IT, to integrate knowledge processes seamlessly into overall business operations.
- Recognized for consistently exceeding client expectations, leading to an increase in client satisfaction scores.

EDUCATION

- **MASTER OF COMPUTER APPLICATION**
Madurai kamarajar University,
Madurai | **2023**
- **BACHELOR OF COMPUTER APPLICATIONS**
NMSSVN College, Madurai | **2021**

COMPUTER KNOWLEDGE

- **MICROSOFT OFFICE**
Word and Excel

LANGUAGE

- English
- Tamil

PERSONAL DETAILS

- Nationality : Indian
- Date of Birth : 24/04/2001
- Passport No : Y7269761
- Expiry Date : 03/09/2033

- **KNOWLEDGE PROCESS OUTSOURCING**
SOLARTIS TECHNOLOGY SERVICES PVT LTD | **INDIA**
From **February 2022** to **September 2023**

Key Responsibilities:

- In-depth research on insurance industry trends and regulations.
- Curate and update knowledge databases for accuracy and relevance.
- Collaborate with clients, presenting tailored insights.
- Implement Six Sigma methodologies for efficiency improvements.
- Ensure compliance with industry standards and client specifications.
- Collaborate with teams for seamless integration of KPO processes.

- **ADMIN EXECUTIVE**
TOYOTA AUTOMOTIVE MANUFACTURER | **INDIA**
From **November 2021** to **June 2022**

Key Responsibilities:

- Oversee day-to-day office operations, ensuring efficiency.
- Manage vendor relationships for cost-effective solutions.
- Coordinate domestic and international travel, optimizing costs.
- Streamline travel processes for efficiency.
- Assist senior management with calendar and documentation.
- Handle correspondence, ensuring timely responses.



DECLARATION

I hereby declare that the above mentioned statement is correct and true to the best of my knowledge and belief.

LOKESWARANS