



SARATH PS

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Abhudhabi Musaffa UAE
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Expiry: 14/03/2024

ACADEMIC CREDENTIALS

BCA|2011|3.2 CGPA

- Kannur University
- SIBGA Arts And Science College Irikkur

HIGHER SECONDARY |2009|72%

- Board of Higher Secondary Examination, Kerala, India
- KPC Higher Secondary School Pattanur

SSLC |2007|74.9%

- Board of Public Examination, Kerala, India
- KPC High School Pattanur

MINI PROJECT

USED CAR ONLINE SHOPIEE

Description: Used dot net and Sql, Online shopping website

CAREER ABRIDGEMENT

To achieve a challenging position in a professional organization through self - improvement by excelling in all responsibilities with sincere hard work, dedication & commitment. To work towards the development of the organization & grow with it.

KEY SKILLS

Team Work

Work Ethic

Analytical skills

Leadership Quality

Decision-making

Time Management

Self-motivated

Problem Solving Ability

Hardworking

Positive Attitude

Honesty

EMPLOYMENT CHRONICLE

Team Leader – MIS and CRM | Sept 2017 – April 2020

Sr. Executive – MIS and CRM | FEB 2016 – Aug 2017

Atcis Technologies

- ● Schedule Preparation
- ● Manpower Planning
- ● CRM and Dialer Capacity Planning
- ● Responsible to create login Ids in CRM and Dialer for Agent's.
- ● Responsible for billing closure and CRM down.
- ● handling client escalations regarding MIS front and CRM.
- ● helping team members to send reports and network issues.
- ● formatting and formulating reports according to client / ops requirements.
- ● Coordinate and process site levels reports on a regular basis.
- ● Analysis and highlight on operational misses to the management.
- ● preparing presentations for particular business reviews.
- ● interacting with client directly through scheduled daily / weekly Business Conversation (Email).

Executive - MIS and CRM | Jan 2014 – Feb 2016

Vertex Customer Management India Pvt Ltd

Process : Bharti Axa, Aviva Life Insurance Non Telecom Process & Airtel, Idea, Reliance Outbound and Inbound telecom Processes

Responsibilities:

- ● Handling CRM, Dialer and MIS.
- ● Responsible to create login Ids in CRM and Dialer for Agent's.
- ● Responsible for billing closure and CRM down time.
- ● handling client escalations regarding CRM and MIS front.
- ● formulating reports according to client / ops requirements.
- ● Analysis and highlight on operational misses to the management.
- ● interacting with client directly through scheduled daily / weekly Business Conversation (Email).
- ● Preparing CRM Dump for process Requirement.
- ● preparing the Appointment Dashboard - Client level report.
- ● Absenteeism & Shrinkage Dashboard.
- ● Outlier Dashboard based on ops targets.

COMPUTER PROFICIENCY

MS Office	★ ★ ★ ★
Dot net and Sql	★ ★ ★
MS Excel	★ ★ ★ ★ ★
Windows7, 8, 10	★ ★ ★ ★
C++	★ ★ ★
Basic Operation	★ ★ ★ ★ ★
Internet & Email	★ ★ ★ ★ ★

LANGUAGES KNOWN

Malayalam	<div></div> 100 %
English	<div></div> 90 %
Tamil	<div></div> 85 %

INTERESTS



Driving with travelling

PERSONAL STRENGTHS

- **COMMUNICATION** - Interpersonal skills – verbal, problem solving and listening skills in any administrative role.
- **SERVICE** - Having a client focused approach Skills include Patience, Attentiveness and a positive language.
- **ORGANIZATION** - Helping others, organizing a to-do list. Prioritizing tasks by the deadline for improving time -management.
- **MANAGEMENT**- Management skills to direct others and review others performance.

PERSONAL DOSSIER

Gender	: Male
Date of Birth	: 11/05/1991
Nationality	: Indian
Marital Status	: Married
Permanent Address	: Parakkal, Urathur Kosavan vayal P.O, K Kerala, India

DECLARATION

I hereby declare that the above-mentioned information is true and I bear the responsibility for the correctness of the above-mentioned particulars

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