

Megha KT



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📍 UAE

Skill

• Google Hire, Ciepal,
Google Sheets, Amazon
Chime

• Microsoft Office

• Windows7/8

Education

✍ **Bachelor of Commerce,**
Sharadha Vidyalaya
2017|Mangalore,India

✍ **PUC,SharadhaVidyalaya**
2014|Mangalore,India
BASBM

Languages

English

Read,Write,Speak

Kannada

Read,Write,Speak

Hindi

Read,Write,Speak

Malayalam

Speak

Tulu

Speak

Summary

- Creatively source high-caliber candidates by leveraging recruiting software, social media and employee referrals.
Expertise in handling all the administration activities like Petty Cash, Installation of new instruments, Contacting new vendors, Negotiation, Repairs of office infrastructure, Celebration preparations and many more.
- Technical proficiency in a high paced production environment
Able to use blogs, online communities, and social media platforms and create highly-targeted web content that drives in bound traffic.
An effective team player with exceptional planning and execution skills coupled with a systematic approach and quick adaptability.
Able to maintaining co-ordination and maintain excel database.

Professional Experience

Customer Service Associate,

zenith IT Solution(UAE)

Mar 2023 –Feb 2024

- Maintaining appositive ,empathetic ,and professional attitude Toward customers at all times.
- Responding promptly to customer in quiry
- Acknowledging and resolving customer complaints.
- Knowing our products inside and out so that you can answer questions.
- Keeping records of customer interactions, transactions, comments, and complaints.
- Communicating and coordinating with colleagues as necessary.
- Ensure customer satisfaction and provide professional customer support.
- Manage large amount of incoming and outing phone calls
- Build sustainable relationships and trust with customer accounts through open and interactive communication
- Provide accurate, valid and complete information by using the right methods/tools
- Meet personal/customer service team sales targets and call handling quotas
- Follow communication procedures, guidelines and policies
- Take the extra mile to engage customers

Implementation Specialist,

Mphasis LTD, Mangalore.USA Based Insurance Company

Dec2020–Jan2023

- Tracking, updating, and initiating the payments on behalf of customers on their property insurance policies of major mortgages.
- Assisting the leadership team during complicity by actively involving in ascertaining the necessary information.
- Facilitating clients to update the necessary documents and information in the Mortgage servicing platform(MSP),to enable the major lenders to get the available records in the prescribed and systematic way.

Achievements: (Mphasis Ltd)

- Annual Summit Award (2022-2023)
- Aolade Award(December2022)

References

Mr. Chethan Kedilaya,
Team Leader
+919743170669

Mr.DeviPrasad Shetty,
UnitManager
+918660201544

Mr.Mukesh Suvarna,
Assistant Unit Manager
+917259352404

Declaration

I do hereby solemnly affirm and declare that the contents of this resume are true and correct to the best of my knowledge. If I get a chance in your institution /organization then I will do the best to satisfy your entire requirement.

Megha KT

- Percolating the product knowledge and guiding the subordinate team members.
- Maintenance of records on the report so internal quality and updating the respected team-heads on the reports and developments.
- Review in updating of policies and procedures from time to time.
- Ensure that production team adhere to ethical and legal procedure.
- Seek permission/guidance from the next level, In the event of any deviation from the stipulated compliance.
- Ensure that the quality team is calibrated and adhering to the policies and procedures laid down by the organization to vouch accuracy and transparency.
- Convene team huddles on procedural aspects and updates to develop professionalism.
- Encourage and motivate the production team to ensure there is no lag in terms of accuracy and compliance.
- Playing the role of a trainer to educate the new joiners and team members to enhance the productivity and quality.

Free lancer, Sahyat Associates

Sep2020–Dec2020|Mangalore,India

- Working mostly on all Non IT requirements. Source candidates from internal databases ,job portals ,search engines, references etc.
- Conduct personal interview/evaluation and assess potential candidates.
- Coordinating technical interviews with solutions team of experts.
- Recruited candidates IT Requirements like Chemical engineers, accountants ,Sales and marketing executives, tele callers etc.

Admin/HR/IT Recruiter, Infomatics corp (US Based)

Jan2019–Aug2020|Mangalore,India

- Working mostly on all IT requirements. Source candidates from internal databases, job portals, search engines, references etc.
- Conduct personal interview/evaluation and assess potential candidates.
- Coordinating technical interviews with solutions team of experts.
- Negotiate Compensation/Benefits with respect to hiring mode
- Prescreen candidates for a job over the phone ensuring that the technical qualifications, interest in the location of the position, the type of work, salary requirements and other factors have been met.
- Follow up for the interview schedules, acted as the first point of contact with potential candidates from phone screen set up to final feedback from the client's side.
- Recruited candidates for various technologies and skills such as Java Developer, Test Engineer, .NET Developer, Pega Developer, Project Coordinator and some non IT Requirements like US IT Recruiter, Business Analyst.
- Have extensive experience utilizing Job portals such as Naukri, Monster and CareerBuilder.
- My responsibilities also include admin work such as handling Petty Cash, Official Documentation work, Party arrangements in office, Infrastructure repair, Installation of new systems and many more.