

SOUNDAIYAN PARAMASIVAM

Permanent Address:

Rohini, New Delhi – 110083

Mobile: 9953737848

Email: p.soundaiyan@gmail.com

OBJECTIVE

More than 12 years of experience in various functions of **Operations Management** through **Customer Relationship Management, Vendor management, Order Management, Sales Operations, Supply chain and Administration**, I would like to excel in any field with my excellent Analytical, Reporting and presentation skills. I would like to utilize my ability of managing people as a key for doing well in any stream.

KEY SKILLS

Customer Relationship Management: Overseeing the relationship with customers by resolving customer complaints quickly and efficiently. Keeping customers updated on the latest products in order to increase customer satisfaction and inside sales.

Vendor management: Managing relationship with external vendors or suppliers involving activities such as vendor selection and contract negotiation to ensure that the company has reliable and high-quality vendors to contribute to company success.

Sales Co-ordination: Assist in review of pre-sales and preparation and administration of sales orders. Collaborate with the production team and clients to ensure products adhere to client specifications and participation in the overall sales process to help the team drive sales growth and customer satisfaction.

Collaboration and coordination: Working closely with other departments such as finance, marketing, HR and IT to ensure alignment and coordination of operational activities.

Supply chain management: Overseeing the flow of goods, services, and information from suppliers to customers, ensuring timely delivery and minimizing disruptions.

Data analysis and reporting: Collecting and analysing operational data to identify trends, patterns and areas for improvement and preparing reports for management.

Budgeting and cost control: Monitoring and controlling operational expenses to ensure they align with the allocated budget.

Quality Control: Implementing quality assurance measures to maintain high standards and meet customer expectation.

Risk management: Identifying potential risks and developing strategies to mitigate them, ensuring business continuity and minimizing operational disruptions.

Planning and organizing: Developing strategies, setting goals, and creating plans to achieve operational objectives.

Process improvement: Identifying areas for improvement in operational processes and implementing changes to enhance efficiency, productivity and quality.

Team management: Leading and supervising operational teams, providing guidance, training and support to ensure effective performance.

WORK EXPERIENCE

- ❑ Worked with **Innovsource Services Pvt. Ltd.** (Chubb Business Services India) as an **Assistant Manager - Operations** from **December "2022" to May "2024"**.

KEY RESPONSIBILITY AREA

- ❑ **Leading the Global Clarity Tool (Project & Portfolio management Tool) and overseeing the day to day activities of allocating projects and assets.**
- ❑ **Publishing Capex Vs Opex reports to the management and finance team to analyse and decision making within a company to ensure smooth operations and efficient functioning to achieve goals and objectives of a company.**
- ❑ **Publishing Time sheet and Time Views report to the defaulters and their reporting managers on a daily basis to make them book their hours in their respective business projects following the Global compliance.**

PAST WORK EXPERIENCE

Worked with **Statestreet HCL Services Pvt. Ltd.** as an **Associate Manager** from **July "2021" to Nov "2022"**.

KEY RESPONSIBILITY AREA

Directed the entire Operational activities for the workforce of 8000 through various activities of **Resource Assignment (RAS), Assets allocation, Vendor Management, Headcount Reconciliation & Workforce Management Tool.**

Worked with **Express Publications Madurai Pvt. Ltd.** as a **Sr. Officer – Operations** from **Feb "2019" to Feb 19th 2020.**

KEY RESPONSIBILITY AREA

- ❑ **Build healthy relations with Sales team and Ad Agencies to execute the operations smoothly.**
- ❑ **Regular interaction with clients and agencies to share updates about our Group and competition.**
- ❑ **Monitoring regular business and upcoming possibilities to increase business and yield.**
- ❑ **Preparing sales reports both actual and forecasting for the existing Month.**

Worked with **Sun TV Network Ltd.** as a **Sr. Executive – Operation (Ad-Sales)** from **March "2017 to Feb "2019"**.

KEY RESPONSIBILITY AREA

- ❑ **Handled **Andhra (Gemini) & Karnataka (Udaya)** Market in the system along with coordination and implementation of business are being simplified between **Head Office, Sales Team & Agencies.****

Worked with **R K Swamy BBDO Pvt. Ltd.** as **Brand Associate - Operations** (Client Servicing) from **June "2016 to Feb "2017.**

KEY RESPONSIBILITY AREA

- ❑ Meeting and liaising with clients to discuss and identify their advertising requirements.
- ❑ Coordinating with Clients & Internal Media team to publish the **NIT** (Tender) at different region with in the time frame.

Worked with **Iris Computers Ltd.** as a **Sr. Executive - Operations** from **October "2012" To August "2014".**

JOB PROFILE:

- ❑ **Sales Co-ordination:** Assist in review of pre-sales and preparation and administration of sales orders. Collaborate with the production team and clients to ensure products adhere to client specifications and participation in the overall sales process to help the team drive sales growth and customer satisfaction.
- ❑ **Dealer management:** Managing relationship with dealers and OEM involving activities such as order management and contract negotiation.

Worked with **WNS Global Service** as a **Sr. Customer Service Associate** and acted as an **SME** from **OCTOBER "2008" To August 2011".**

JOB PROFILE:

- ❑ Managed a team of 6 members for the past 2 years to meet the day to day organizations operational activities and Customer Relationship Management.
- ❑ Calling the **U.S INSURANCE COMPANIES** on behalf of **BIOMET (U.S Medical Provider)** to verify medical benefits and process the billing by studying their medical policies.

ACADEMIC QUALIFICATION

- ☐ **Senior Secondary Education: 12th Passed from Central Board of Secondary Education from D.T.E.A Sr. Sec. School, Pusa Road, New Delhi.**
- ☐ **Graduate (B.COM. Pass) from Delhi University.**
- ☐ **Done MBA (Operations & HR Management) from SIKKIM MANIPAL University.**

PROFESSIONAL QUALIFICATION

- ☐ Done 1year Diploma in "**O**" Level from **DICS** institute in "2004".
- ☐ Knowledge of Advance Microsoft Office.
- ☐ Knowledge of Power Query & Power BI.

HOBBIES

- ☐ Playing CRICKET.
- ☐ Listening to MUSIC.

STRENGTHS

- ☐ Ability to work under pressure.
- ☐ Deliver 100% for every task assigned.
- ☐ Have always believed in Hard Work and Smart Work are the keys to success.

PERSONAL DETAILS

Emergency Contact:	+91-8365961459
Birthday:	Oct 8 th
Father's Name:	Mr. T. PARAMASIVAM
Languages known:	English, Hindi & Tamil.

DATE: _____

PLACE: _____

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