

RESUME

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OBJECTIVE

Work in a challenging position where I can make a difference and to dedicate my service to a reputed organization to expose my talents and skills.

PROFILE SUMMARY:

- Experience from well-established Companies.
- Optimum level of qualifications.
- Experience in consulting and collaborating effectively with cohort of PGP- Management.
- Experience in Administration in the field of Online Examination Assessment Services.
- Experience in Customer Service focused on IT enabled Service industry. .
- Capable of handling all Back-Office Operations in multi-tasking environment.
- Focused & goal driven with strong work ethics, continuously striving for improvement.
- Coupled with commitment to offer quality work.
- A self-motivated with strong communication, relationship management and problem solving skills.
- Possess excellent interpersonal, communication and organization skills.

PROFESSIONAL EXPERIENCE: (5 Years in Administration and Program Management)

- **Institute of Product Leadership (Bangalore)** – July 2016 – Till date
- **NSEIT limited**– April 2015 - July 2016
- **CMC Limited** - November 2012- March 2014
- **Sutherland Global Services limited,** - November 2011 – July 2012

“Program Experience Manager” at IPL Bangalore- (July 2016- Till date)

- Manage the engagement of all admitted participants and university admission formalities till the commencement of the program.
- Manage the planning and execution of key program events like program orientation, term immersion and graduation etc.
- Ensure smooth functioning of all campus related logistics and catering working with campus operations manager.
- Administer LMS data including: Items, Scheduled Offerings, Update Attendance, Curriculum, Program, Assessment/Quiz, Standard Reporting, Assign learning to users, Upload online content.
- Ensure readiness of technology and any other requirements necessary for any class session campus or online or any guest speaker session.
- Hosting of online class sessions over WebEx or Gotomeeting tools and Zoom meeting.
- Ensure cohort is well enabled post the class session with materials and videos in a timely manner.
- Proactively research and deploy and optimize technology tools to enhance the learning experience for the cohort.
- Ensure the program cohort repository for all class materials data and tracking data are all kept up-to-date.
- Coordination of Career Management activities.

“Associate Administrator” at NSEIT Ltd- (April 2015 –July 2016)

- Conduction of online exams at the centers as per procedures prescribed & ensures that they are strictly adhered to
- Conduction of Online exams drives at External venues preferably Engineering colleges when large volume of candidate applications.
- Infrastructure management
- Expense management
- Vendor management
- Reporting of daily activities in the prescribed format
- Timely escalation to HO for critical and abnormal matters
- Handling customer’s queries / grievances & solving issues if any.
- Interaction with the local offices of the customers for promoting online exam.
- Documentation and process implementation.
- Handling general admin, Housekeeping, Security Guard.
- MIS for monthly expenses.

“Customer Service Executive” at CMC Limited- (November 2012- March 2014)

- Resolve customer queries.
- Ensure quality of service delivered.
- Escalate customer issues for quick resolution.
- Execute activities to meet the service period SLAs.
- Timely reporting to Team lead and CSM.
- Experience in multi-tasking task environment such as Pre Verification of documents, processing of application forms, and Floor support etc.
- Acted as a trainer for newly appointed support staffs.
- Methods adopted for the process quality.

“Analyst” at Sutherland Global Services Inc- (November 2011 – July 2012)

- Assure the team Quality in the area for processing Insurance policies.
- Maintains the quality reports of the team.
- Giving appropriate feedbacks regarding the quality and quality measures to the supervisors and associates.
- Handles all type of insurance policies from the USA.
- Maintains good rapport with the underwriters, agents and underwriting support in US through E-Mails and telephonic conversation.
- Acts as a trainer for the newly appointed support staff.
- Handle all the queries of the colleagues working along.

ACADEMIC QUALIFICATIONS:

- **MBA** with 62% in **Human Resource Management**, Mahathma Gandhi University 2012
- **BBM** with 59% , Mahathma Gandhi University 2008
- **12th** with 76% Kerala State board, 2005
- **10th** with 72% Kerala State Board, 2003

KEY IT SKILLS:

- Proficiency with Microsoft programs such as Microsoft Word, Excel, PowerPoint.
- Video conferencing tools such as WebEx, Gotomeeting tools, GotoWebinar and Zoom Meeting.
- Google Suits such as Google Calendar and Google Drive.
- E-Learning Management System such as Power learning (Haiku), Teachable.
- Remote tools such as Team Viewer, Amy Admin.
- Online form building tools such as Jotform, Google Form.
- Graphic-design tool Canva

PERSONAL DOSSIER:

Name of Father	:	Chandrasekharan Puthumana
Name of Mother	:	Chandrika kizhiveetil
Gender	:	Male
Date of Birth	:	30-05-1988
Marital Status	:	Unmarried
Blood Group	:	O+
Nationality	:	Indian
Passport And Pan Card	:	Yes
Languages Known	:	English, Malayalam
Personal interests	:	Jogging, Farming

DECLARATION:

I hereby declare that all the details given above are true to the best of my knowledge and belief.

Place: Bangalore

Date: 09-02-2018

Renjith Chandran P