

Graduate in Bachelors of Commerce in Taxation and certified with yellow belt in lean Six sigma with exceptional communication and interpersonal skills, innovative approach and quick adaptability for changing processes and trends, having good team coordination and flexibility. Ability to meet individual as well as the organizational goals, with full dedication and sincerity.

EMPLOYMENT NARRATIVE

NGA HR Pvt Ltd, July 2018 till date

(Executive – Facilities)

- Management of the day to day admin activities.
- Management of the transportation, Housekeeping, Food and Beverages, of the company.
- Labor Management.
- Client management, Hospitality.
- Vendor Management.
- Procurement.
- Invoice handling – Payment for vendors.

Cognizant Technologies , (December 2016 – June 2018)

(Process Executive – Administration)

- Management of day to day admin activities.
- Eg: Engineering and Maintenance, Workplace related issues, Food and Beverage and Transportation.
- Handling and updating the daily data tracker of facilities.
- Dealing with the escalations for the high level

management.

- Interacting with location contractors and vendors for different service lines.
- Handling the complaints of the employees about the facility related issues.

Sutherland Global Services (September 2015 – April 2016)

(Technical Consultant)

- Managing customer queries in Asia pacific region.
- Effective documentation of the customer credentials.
- Handling both inbound and outbound calls to/from customers
- Managing the complaints and queries of the customers.
- Technical Troubleshooting of the concern.
- Pitching for the sales for a constant usage of product.

ACADEMIC CREDENTIALS

MBA - HR	Sikkim Manipal University	Pursing
B.Com	MG University	Distinction
12 th	State Board, Kerala	Distinction
SSLC	State Board Kerala	Distinction

TRAININGS

- Yellow Belt certification – Lean six sigma. - 2018
- Technical training for stock markets - Hedge Equities - 2015

PROJECTS

- Reduction of Wastage of time and effort - Using Lean six sigma methodology – 2018
- Evaluating the effectiveness of Recruitment and Selection process in NGA HR Pvt LTD. – 2018
- Evaluating the customer preference of the products of Vinayaka Caterers - 2015

ACHIVEMENTS AND HONORS

- Conducted corporate events in Kochi for major clients of event management company – Spica Media.
- Have been a vibrant team player in the Rotary Club group for Students – RYLA.
- Got prizes for Music, Dances and academic competitions, in State board level.

PROFESSIONAL SKILLS AND TECHNICAL KNOWLEDGE

- Good interpersonal skills
- Good coordination skills
- Multi-tasking
- Team player
- Effective communication skills
- Microsoft Word – Advanced user
- Microsoft Excel – Advanced user
- Microsoft Power point – Intermediate user

PERSONAL INFORMATION

DOB 16th April, 1994

Permanent Address PKRA – 40, Near Pishari Kovil, Eroor West P.O, Tripunithura

Alternate Contact +91 9633342706

Languages Known English, Hindi & Malayalam (Read, Write & Speak)

References - upon request

GOPIKA G KRISHNAN