

**Shilpa. N**

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**Career Objective**

Seeking suitable opportunity to build a career in HR domain. Pragmatic, result oriented and self - motivated team player, looking forward for a role in a company that values passion, creativity and smart work.

**Professional Summary**

**10 November 2017 to 11 May 2018**

**HR Contact Centre Executive**

**Wipro Technologies Limited, Kochi**

- Attend to Wipro Employees' queries by means of tickets and/or telephone by maintaining SLA.
- Clarify employees' queries with respect to company's defined policies covering areas not limiting to appraisal, insurance, payroll, attendance & leave.
- Recommend process improvement ideas to higher management.
- Handle escalations effectively with utmost patience and precision, case by case.

**01 March 2017 to 03 October 2017**

**Business Operations Executive**

**RM Education Solutions , Technopark, Thiruvananthapuram**

- To validate and coordinate internet connectivity orders for UK based schools.
- Maintain SLA of emails and the project queue to fulfill the orders on time
- Constantly interact with service providers ( British Telecom, Talk Talk Business, Virgin Media)
- To arrange logistics and reverse logistics of IT equipments to various educational institutions during onboarding and off boarding of clients.

## **Academic Credentials**

### **Master of Business Administration (2013-2015) 73.4%**

Programme : 4 Semesters (2 years).

Specialization : Operations and Marketing

Institution: University institute of Management, Poojappura,  
Thiruvananthapuram

### **Bachelor of Science (2010-2013) 66%**

Programme: 6 Semesters (3Years)

Specialization: Computer Science

Institution: National College of Arts and Science, Ambalathara,  
Thiruvananthapuram

### **Higher Secondary (2008-2010) 77%**

Institution : Nirmala Bhavan Higher Secondary School,  
Thiruvananthapuram

Board : Higher Secondary Education, Kerala

### **S.S.L.C ( 2008) 82%**

Institution : Holy Angels' Convent Higher Secondary School,  
Thiruvananthapuram

Board : State Board of Higher Education, Kerala

## **Personal Attributes**

- Strong ability to impact and influence
- Empathetic
- Good presentation skills
- Self -starter and highly organized
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## **Personal Profile**

Gender: Female

Marital Status: Married

Nationality: Indian

DOB: 21 April 1992

Languages Known: English, Malayalam, Tamil, Hindi