



PRASANNA MURALIDHARAN

Doha, Qatar

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13 years of experience in various industries & roles - Managing sites/buildings, people, budgets, costs, suppliers, contractors, claims investigation & settlement, credit card & loan repayment collections. Scouting opportunities to leverage my knowledge, experience and position self in Manager Role & accountability.

CORE COMPETENCIES

- Site Management • Contract management • Manpower planning • Employee Discipline & Training • Budget & Expense Tracking • Staff Management • Invoice processing & Settlement
- Office Supplies & Supplier management • Collaborative Orchestration

PROFESSIONAL EXPERIENCE

VECTRUS MAINTENANCE L.L.C

Doha, Qatar

Project Control Clerk

Aug 6, 2019 – Till Present

Responsible for collecting, editing, submitting and tracking work orders in accordance with the performance work statement. Involved in planning, coordination and scheduling of the maintenance workflow between various internal and external work groups such as sub-contractors, civil engineering squadron, fire protection services, etc., to ensure timely completion of repairs on supported equipment.

1. Responsible for answering phones, scheduling work orders, updating a data base with completed work, capable of developing a Microsoft Access database work order system and speak excellent English.
 2. Coordinate with all applicable departments and customers to ensure adequate repair parts and supplies are available to support maintenance and lodging requirements.
 3. Provide all requested information relative to progress and completion of work orders.
 4. Participate in and assists in preparation of maintenance reports and statistical performance data.
 5. Shall follow all applicable instructions, standards and directive as identified and applicable to this location including Air Force Instructions (AFI), Air Force Handbooks (AFH), Air Force Pamphlets (AFPAM) and Air Force Policy Directives (AFPD).
 6. Responsible for maintaining a safe, clean, sanitary healthy, presentable, professional atmosphere, free of dust, clutter and trash in all working facilities and areas.
 7. Responsible for following a comprehensive, flexible and properly documented training program.
 8. Responsible for proper utilization and safeguarding of all government and contractor provided property (e.g. to include government facilities, equipment and tools).
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Administrator**July 7, 2013 – Dec 12, 2018**

Proactively planned & tracked manpower for **8 sites (100+ staffs) resulting in 99%** on time resource mobilization, deployment & release.

- Analysed and evaluated existing administrative systems, identified opportunities for systems improvements, recommended to implement for successful **operating efficiency by 95%**.
 - **24/7 supported** to schedule, coordinate meetings, appointments, and travel arrangements (staffs, supervisors, clients).
 - Prepared & Publish general & confidential reports (various frequencies) to client, senior management & HR Departments.
 - **99% efficient & effective** in managing & monitoring Resource / manpower requests, movements, termination & replacements across 8 sites.
 - Trained **100+ staffs** on organization policies, practices, on the job and employee code of conduct requirements.
 - Acted as SPOC / Participant in **Facility audits across 8 sites**, and closed about **50+ Audit findings**.
 - Tracked budget & Expenses for 8 sites **saving** the company **\$30,000 per year** in contracted labor expenses
 - Managed petty cash worth of **\$40000 /year for (8 sites)** and **saved about 50%** at the end of the year.
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SERCO GROUP PLC**Senior Customer Support Executive (Non-Voice Operations)****Jan 30, 2012 – Jul 2, 2013**

- Evaluated and investigated about **8,000 PPI** (Payment protection insurance) complaints year with **50% reduction** rate in Mis-sold insurance claims registered as complaint with Barclays Website.
 - Managed, acted **as SME** in the team, led the team indirectly helping and resolving **more than 5000 complaints a year**
 - Owned, investigated & Processed more than 8000 PPI complaints within the year yielding claims settlement for more than **2500 + customers** worth of **GBP 1M**
 - Investigated complex cases, Collated proofs managed all levels of escalations and ensured **90% right claims** settled to the genuine claims & Closed complaints adhering to internal & Barclays process / policies.
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SUTHERLAND GLOBAL SERVICES**Technical Support Executive (Voice Operations)****Jul 19, 2008 – Jul 19, 2011**

- Processed **Inbound calls (12,000)** and **Outbound calls (6,000)** at **25% faster rate** than team average
 - Translated calls into successful resolution and ranked within #1 & #2 consistently in monthly metrics (call durations, number of calls per shift, and customer satisfaction ratings)
 - Managed and resolved about **4000 passwords reset** requests & about **1000 FAX orders P.Q**
 - Identified **Cross Selling opportunities** and sold Intuit (Quick books) products & services contributing to **sales growth by 5%**
 - Generated about **200+ leads** for intuit sales department **40%** of which were eventually **converted** to prospective customers.
 - Handled more than **100+ cases** and achieved an average **FTR of 12 hrs & FCR of 90%**
 - Achieved **50%** over and above the target assigned weekly / monthly
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OPTIMUS OUTSOURCING LTD., (POLARIS Bro)

Tele-Calling Executive

Apr 6, 2006 – May 7, 2008

- Focused & Processed **Outbound calls (12,000)** for ICICI Bank Customers & closed calls @ **20% faster rate** than team average
- Handled, Managed & Converted more than **1200 Customers** not paid their Credit / Two-wheeler Dues to Bank
- Successfully influenced & collected payments from more than **750+customers** yielding credit card due collection of about **(250, 00,000 INR)** & Two-Wheeler due collection of about **(7,50,000 INR)**
- Contacted customers a week before the due date and influenced for payments on time by **75%** and within good terms.
- Achieved **50%** over and above the target assigned daily / weekly / monthly collection targets through outbound calls.

PROFESSIONAL QUALIFICATION

BACHELOR OF PSYCHOLOGY | **UNIVERSITY OF MADRAS** || 2005 – 2008 || **INDIA, CHENNAI**

PERSONAL INFORMATION

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|------------------------|----------------------------------|-----------------------|------------|
| Date of Birth | 09.08.1985 | Gender | Male |
| Nationality | Indian | Marital status | Single |
| Languages | English, Tamil, Hindi, Malayalam | | |
| Passport number | L2274290 | License | ----- |
| Visa Number | 382019428685 | Visa Type | Employment |