

SELVARANI LAKSHMIKANTHAN
MBA IN HUMAN RESOURCE MANAGEMENT



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OBJECTIVE

- ✚ To pursue a challenging and growth oriented job, where I can enhance my skills, develop my knowledge and put maximum efforts in accomplishing my assignments, thus ensuring job satisfaction by actively taking part in company's growth and development.

PROFESSIONAL SUMMARY

- Currently working as a HR EXECUTIVE in MERRIFIC TECHNOLOGIES, Chennai.
- Professional with overall 7.3 years of work experience out of which 2.1 years of extensive experience as HR executive with proven expertise in implementing the policy and procedure, recruiting and hiring.
- Extensive experience and consummate achievements building multiple best-in class organizations.
- Skilled in attracting the most qualified employees and matching them to jobs for which they are well suited.
- Pivotal contributor to senior operating and leadership executives, providing leadership for multiple acquisitions, from due diligence to conversion.

OUTLINE

- ✚ Highly motivated individual to achieve the targets and set objectives
- ✚ Excellent communication skills and proven interpersonal skills with dynamic training and management abilities
- ✚ Demonstrated ability to serve as a solid link between customers and businesses
- ✚ Consistent contributor to the success of emerging corporate Services.

CAREER CONTOUR

✚ **MERRIFIC TECHNOLOGIES**, Chennai

✚ **Designation:** HR Executive

✚ **Date:** Sep - 2017 to Till date

Roles & Responsibilities:

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- Assist the HR manager in planning of Organizational recruitment.
- Take the interview of the recruiters.
- Make the joining documents of recruiters.
- Convey the Policies and rules to the employees.
- Maintain the records of employees.
- Track the daily attendance of the employees.
- Present the employees performance report in front of HR manager.

 **IndusInd Bank Limited**, Chennai

 **Designation:** Customer Service Manager

 **Date:** Dec - 2013 to Aug – 2017

 **About the company:**

- IndusInd Bank boasts of more than 800 branches and over 1500 ATMs spread across the country. The Bank also has representative offices in London, Dubai and Abu Dhabi. We will consistently add value to all our stakeholders and emerge as the 'best-in-class' in the chosen parameters amongst the comity of banks, by doubling our profits, clients and branches within the next three years.

 **Roles & Responsibilities:**

- Open a Current and Saving accounts to the customers
- General enquiries, Address Changes and Issuing Check book were done
- Not only I could succeeded for achieving the targets in life insurance but also Fixed Deposit, Credit Card and Secure Card targets were focused every month
- Customer's feedbacks were focused from Deepening files and update the database every day
- As per the customer request, Pin change, Check book and ATM card were dispatched

 **Justdial pvt Limited**, Chennai.

 **Designation:** Customer Service Executive

 **Date:** March – 2009 to Dec 2010

 **About the company:**

- The Company's goal is to create long-term shareholder value by enhancing its position as a leading local search service. The company's philosophy focuses on end user experience through feedback, innovation, teamwork and integrity. The company bridges the gap between buyers and sellers by helping buyers find the right providers of products and services while helping sellers improve the efficiency of their marketing channels.

Roles & Responsibilities:

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- Demonstrated ability to serve as a solid link between customers and businesses
- In depth knowledge of meeting sales expectations and goals.
- Assist customers with returns, purchasing store protection plans and service packages.
- Answer telephone inquiries from customers and stores regarding the status of units and other service issues.
- Generated ticket for problems that cannot be resolved over the phone.
- Maintaining call logs and customer feedback.

 **Thinksynq Solution pvt Limited**, Chennai

 **Designation:** Customer Service Executive

 **Date:** Feb-2008 to Sep-2008

 **About the company:**

- ThinksynQ is a Consulting and Knowledge Process Outsourcing solutions provider delivering innovation to our clients. Our strength lies in delivering end-to-end consulting and operations support. Our services include strategic and operations consulting support in day to day operations, business analytics and contact center for outbound/inbound customer service including acquisition calls.

 **Roles & Responsibilities:**

- Beginner experience with the Marketing analytics for Prospect Management system.
- Expertise in brand development, customer relations and needs assessment and telemarketing.
- Quick study, with an ability to easily grasp and put into application new ideas, concepts and methods to find new customer.
- Explain attractive data plans to Customer and update the customer's follow up.
- Interpersonal, analytical, and problem resolution skills. Thrive in both independent and collaborative work environments.

ACADEMIC RECORDS

 **Master of Business Administration in Human Resource**

Annamalai University - Chidambaram
Class – 2011

 **Bachelor of Arts in Sociology**

Stella Maris - Chennai
Class - 2007

 **Higher Secondary**

St. Raphael's girls' School
Class – 2004

 **SSLC**

St. Raphael's girls' School
Class – 2002

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COMPUTER SKILLS

- MS Excel (Pivot Table, Count if, Concatenate, If, Vlookup)
- MS Access, MS Word, Power Point, ASAP Utilities

PERSONAL DETAILS

Father : P. Lakshmikanthan.
Date of Birth : 03-Mar-1987.
Gender : Female.
Marital Status : Married.
Languages Known : English, Tamil, and French
Nationality : Indian.
Passport No. : R0243468 (Valid up to May 2027)
Address : No.134/3, Ganesan Manor, 2nd Floor,
Velachery, Chennai – 600 042.

EXTRA CURRICULAR ACTIVITIES

More than 3 years of work experience in NCC and Social Awareness Programs during the Bachelor degree in Stella Maris in Chennai

DECLARATION

I hereby declare the information that I mentioned above is true to the best of my knowledge.

Signature

Selvarani Lakshmikanthan