

KESAVAN GANESAN

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 +91 7373564323

 Namakkal, TN 637201

SKILLS

- Auditing and Quality Analysis
- Management, Team Handling
- Collection and Sales
- Attention to Detail
- Problem-solving
- Leadership
- Analytical
- Communication
- PL, BL, LAP, Mortgage, Home Loan
- Credit risk and Underwriting

COMPUTER SKILLS

- Ms Office-Word, Excel, Power-Point
- CCNA
- CCILP
- Adobe Photoshop

EDUCATION

- MCA ANNA UNIVERSITY Board
2007-2010
- B.COM PERIYAR UNIVERSITY Board
2003-2006
- 12th Std TAMILNADU STATE Board
2001-2003
- 10th Std TAMILNADU STATE Board
2000-2001

PROFESSIONAL SUMMARY

Experienced individual with over 8+ years of experience in various sectors. Excellent reputation for resolving problems, improving customer satisfaction, and driving overall operational improvements consistently while maintaining 100% quality.

Seeking a challenging position in an organization to enhance my skills and serve in suitable profile which would allow me to use my education, skills and past experiences in a way that is mutually beneficial to both myself and my employer and allow for future growth and advancement.

WORK HISTORY

TELEPERFORMANCE GLOBAL SERVICES PVT LTD, Chandigarh, Punjab

Quality Assurances

October 2018 – March 2019

Key Responsibilities:

- Business risk reduction
- The improvement of your overall contact center performance
- The improvement of call, voice, and email quality made by your agents
- A continuous improvement in your contact center's processes - internal and external
- Reduction of agent attrition
- Highlighting areas of risk within your business
- Identifying and addressing potential customer interaction issues
- Increased customer satisfaction and improved sales closings.

SUBHI ENTERPRISES, Namakkal, Tamilnadu

Assistant Manager

Jan 2017 – August 2018

Key Responsibilities:

- Supervising and Reporting and Maintain Daily MIS
- Managing Package Department
- Auditing the All Company Related Documents and Incoming and Outgoing Calls
- Quality Checking and Risk Analyzing
- Maintaining Accounts and Operations
- Handling the team and given Training for new Employees

PERSONAL DETAILS

- D.O.B : 10/03/1984.
- PAN CARD : BSKPK7748G
- AADHAR CARD : 2464 9027 8421
- CURRENT CTC : 2, 40,000/-
- EXPECTED CTC : Negotiable As Per Company Norms
- LANGUAGES : TAMIL, TELUGU, MALAYALAM & ENGLISH.

HOBBIES

- Playing Chess
- Long Travelling
- Nature

- Maintaining all Data's and Client Documents
- Strategize with senior management to market new products of consumer goods into traditional retail channels of distribution in the Fast Moving Consumer Goods (FCMG) market.
- Successfully expand the marketing reach of older products into emerging digital and online platforms.
- Identified and analyzed client goals and developed digital marketing strategies and solutions to achieve clients' objectives.
- Developed quarterly mail campaigns accordance with advertising schedules and sales budgets.

HOME CREDIT , Gurgaon, Haryana

Senior Outbound Operator

September 2015 - November 2016

Key Responsibilities:

- Manage large amounts of inbound and outbound calls in a timely manner
- Follow communication "scripts" when handling different topics
- Identify customers' needs, clarify information, research every issue and provide solutions and/or alternatives
- Seize opportunities to upsell products when they arise
- Build sustainable relationships and engage customers by taking the extra mile
- Keep records of all conversations in our call center database in a comprehensible way
- Frequently attend educational seminars to improve knowledge and performance level

SRI ANNAMALAIYAR FINANCE, Mysore, Karnataka

Assistant Manager

June 2010 - August 2015

Key Responsibilities:

- Responsible for the underwriting of company lease prospects & proposal to financial affiliates.
- Position carries credit approval authority and management of the company's warehouse line of credit.
- Review and prepare credit information and the structure of the information into a common presentation for approval of our financial partners.
- Independently conducted credit analysis according to policy and sound credit decision making, preparing decision documents for credit actions.
- Responsible for Technical & legal done within TAT from empanelled agencies according to policy and to complete process of Disbursement of loan & Field Investigation.
- Responsible for all bills of empanelled venders.
- Analyzing and Verifying All the Documents with Business and Employment Bills.
- Auditing and Analyzing the Sanctioned and Disbursement Files.