

Saravanan Balachandiran,
Chennai,

Objective: Extremely competent and proactive professional with over 14 years of rich experience in Customer Service, Sales, Client Relations, Business Development, Training and Development, Operations and People Management. Now aiming at helping people realize their true potential and reach their highest standards of excellence in every aspect of their life by providing Training, Consultancy and Mentoring services to Individuals and Organizations.

EXPERTISE IN:

Training and Development, Business Development, Client Relationship, Operations Management, People Management, Employees Relations, Career Counselling, Human Resources & Online Marketing

PROFESSIONAL EXPERIENCE

Webstrange Technologies (Software & Soft Skills Training Institute)

June 2013 – Till Date

Soft Skills Trainer

Train up and giving lectures to the young engineering and management graduates in following fields.

- Campus to Corporate - Fresher's
- Personal Effectiveness
- Corporate Etiquettes
- Stress management
- Coaching Etiquettes
- Voice Modulation
- Grammar
- Telephone and Call handling skills
- Voice & Accent Training
- Motivation
- Effective communication and Public speaking
- Body language
- Interpersonal Skills
- Leadership
- Supervisory Skills
- Customer Service Excellence
- Problem solving and Decision Making skills
- The Power of Positive Attitude
- Goal Setting
- First Time Manager
- Dynamic Selling skills
- Team Management
- Culture of Execution
- Time Management
- Work Life Balance

Consim Info Pvt Ltd

June 2010 – May 2013

Business Development Manager

- Responsible for US and Indian Toll Free Operations.
- Handling HNI & NRI clients personally.
- Handling Escalation and Supervisor Calls.
- Taking care of Revenue Generation and Business Development.
- Insuring resolution and closure of customer service issues.
- Responsible for the recruitment, voice & accent training and call handling skills.
- Leading and motivating the team to achieve required sales target.
- Improving customer service based on client feedback through the development of new policies and Procedures

Sutherland Global Technologies-(Bell Canada)

August 2006 – June 2010

Sr. Customer Support Executive

- Responsible for the supervision of 30 voice process agents within the customer service department.
- Handling Escalation and Supervisor Calls.
- Insuring resolution and closure of customer service issues.
- Train up new agents in customer service skills, call handling skills and Voice & Accent
- Responsible for the recruitment and training of customer service representatives.
- Managed the needs and requirements of high revenue commercial accounts through extensive follow-up procedures.
- Successful account retention record of 98%.
- Active member of employee's welfare team.
- Performed market research surveys amongst client base to seek feedback on sales techniques, follow-up methods and quality of after sales service.
- Leading and motivating the team to achieve required sales target.
- Prepared weekly sales reports for the sales team and sales management.

Airtel (Bharti Cellular Ltd), Pondicherry

April 2002 – August 2006

Customer Care Executive

- Joined as Customer Care Officer during commercial launch of Airtel at Pondicherry – Apr'2002.
- Achieved Top Performer Award of 2003 in Customer Relations.
- Promoted as Executive & was In charge of all Customer queries, Technical Concerns & Billing concerns of Pondicherry State – March' 2003 to August 2006.
- Train up new executives in customer service skills, call handling skills and Voice & Accent
- Successfully handled all customers issues related with network, billing, service and activating Vas services.
- Meeting Corporate Customers and bringing more business.
- Managed the needs/requirements of high revenue commercial accounts through extensive follow-up procedures.
- Giving training to Customer care officers, Sales and Collection Executives.
- In charge of Business Development.
- Updating product Knowledge to entire Team and leads them to achieve the required Target.

Harmony Investments 'N' Securities, Pondicherry

June 2000 – March 2002

Customer Care Executive

- Handling Clients Calls and Terminal operations.
- Answering queries about Stocks, Shares, Demat account opening, Initial public offers, further public offers, Mutual Funds, etc.
- Analyze current market condition, forecast dividend, interest payments and fund expenses.
- Providing technical tips for trading to the clients.
- Monitoring Credit Limit as well as Customer Database.

EDUCATION:

- Preparing for NET (National Eligibility Test) – UNIVERSITY GRANTS COMMISSION.
- Masters in Business Administration- MBA (HR)-TNOU.
- Masters in Journalism and Mass Communication- MA (JMC)-Madurai Kamaraj University.
- Bachelors in Business Administration- Madras University.

Professional Training –

1) Certified in ICSE (International Customer Service Experience)-Rock Hurst University-U.S

- Why Customer Service Matters
- What Customers Want
- Essential Customer Service Skills, Part I and Part II
- Handling Complaints and Dealing With Angry People
- Customer Service as a Strategic Marketing Tool and Customer Service Teams

2) **Course – Advanced Diploma in Human Resource Management - Complete practical oriented Training**

Duration: 3 Months (Part Time – Saturdays and Sundays)

Activities: During my training at Ajax Consultants, I was given hands on experience on below mentioned areas

(H R Generalist, Recruitment and also on Payroll processing)

Core HR (Recruitment)

- Searching the database/web/job sites to source out the required resumes /CV
- Speaking/Emailing to the screened/short-listed resumes and checking their availability and interests
- Sell and forward the interested candidate resumes to clients against requirements with the help of senior recruiter (recruitment team)
- Exposure **of Handling three verticals IT , ITES & Non IT recruitment**
- Maintain excellent resume to interview conversion ratio
- Training the candidates on interview pattern and interview tips for all the rounds of interview
- **Making Cold calls & Head-hunting**
- Coordinate interviews efficiently and make the event happen
- **IT , ITES , Non IT Recruitment & US Recruitment** , Man Power Planning , End to End Recruitment Process , Joining formalities and relieving procedures , **Client Management, IT Skills Training to understand the technical requirements**

HR Generalist Area

- Taking Care of **Joining formalities of the Employees**
- Co-ordination with the new joiners of the internal employee
- Issuing the Offer Letter and explain the salary details
- **Employee Relationship Management**
- Handling Exit Interview
- **Performance Management System**
- Processing Employee PF, ESI, Mediclaim & Other Employment Registration forms
- **MIS Reports** , Policy Implementation , Competency Mapping , Compensation and Benefits Policy , Attrition Issues & **Exit Interviews**
- Taking Care of Complete Staff Data Base.
- **Pay-roll processing with regard to labor laws.**
- Monitoring PF, ESI, PT Calculations, Remittances, Fillings, etc.
- **Taking Care of routine Tax planning Co-ordination for the Employees.**
- Monitoring Relieving Procedures and Settlements & General administration-related work and Employee Co-ordination.
- Maintaining the Contract Employees details of Salary **Processing, Form 16, Balance Sheet, PF, ESI, Income Tax**, Legal Acts, Rules, Procedures, Forms, Formats Filings etc., Income Tax and Tax planning of salaried personnel & TDS on professional charges, consultancy charges and on other payments.

Payroll Salary Processing

- **Taking Care of Complete Staff Data Base.**
- Pay-roll processing with regard to labor laws.
- Monitoring PF, ESI, PT Calculations, Remittances, Fillings, etc.
- Taking Care of routine Tax planning Co-ordination for the Employees.
- **Monitoring Relieving Procedures and Settlements & General administration-related work and Employee Co-ordination.**
- Maintaining the Contract Employees details

ADDITIONAL QUALIFICATION:

- English Typewriting – Junior Grade
- Diploma in Computer Application

COMPUTER SKILLS:

- Well versed in MS office that includes MS word, MS excel, Power Point, Outlook express and MS access etc.
- Microsoft Windows XP
- [Microsoft Office XP Professional](#)
- E-CRM and Lotus notes
- Well versed in INTERNET operation
- Well versed in Telecoms billing software's, Unicorn and Kenan & Arbor
- Well versed in People soft and Appicart software which is used in HR and Admin fields.

CAREER ACHIEVEMENTS:

- During my tenure in Bharat Matrimony I am the only Employee who got double promotion as Business Development Manager from Relationship Manager instead of Sr. Relationship Manager based on the performance.
- Received personal appreciation letter from the VP of Bell Canada for the best customer service and successful team management.
- Based on the performance company selected for the certification course (International Customer Service Experience)-Rock Hurst University-U.S.
- Achieved Top Performer Award of 2003 in Customer Relations-From Bharti Cellular Ltd.

EXTRA CURRICULAR ACTIVITIES AND SPORTS ACHIEVEMENTS:

- National Level Table Tennis Player and Currently State No. 2.
- Holding No.1 Position in Corporate Level Table Tennis Tournaments past 5 Years.
- Holding Certificates in National, Zonal, Regional and State Levels.

AREAS OF INTEREST

- Training and Development, Teaching, Counseling and train up young talents in sports and National Level Table Tennis Tournaments.

PERSONAL DATA:

- Name: Saravanan Balachandiran
- Sex : Male
- DOB : March 05,1976
- Languages Know: Tamil, English, & French
- Marital Status: Married
- Hobbies: Playing Table Tennis, Swimming and Reading books
- Passport No.: A8767137
- Date of Expiry: 05/03/2020