**KAVEETHA SARAVANAN**

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# CAREER PROFILE

Seeking a position as a Trainer and Counselor to assist individuals develop skills in the areas of Personal-Social growth, Educational Planning, and Career and Vocational Development.

**KEY SKILLS**

* Strong interpersonal skill
* Data analysis capability with interpretation and problem solving skill
* Ability to grasp complex issues
* Multi Tasking
* Conflict Resolution
* Time management
* Ability to meet deadlines and work under pressure
* Excellent communication skill
* Welcome “change” attitude person

**RESPONSIBI**

**WORK HISTORY**

**CURRENT:**

* Company : **EVOLV NIIT, CHENNAI**
* Position : Voice Coach
* Period : April 2014 – current
* **RESPONSIBILITIES**
* Conduct voice and accent training for new employees
* Assist in hiring process and short list suitable candidates
* Analyze training needs, identify training objectives and formulating structured
training material
* Conduct refresher course training
* Collaborate with Quality team members
* In charge of New-hire training at two centers, Bangalore and Chennai
* Carry out regular call, email & chat monitoring sessions for agents to identify gaps and incorporate them in the trainings
* Training agents for neutral accent based on the process
* Organize training events as per requirement from management
* Conduct feedback session on behalf of HR
* Company **: DATA TELESIS (P) LTD, CHENNAI**
* Position : QA – Coordinator
* Period : Feb 2010 – April 2014

**RESPONSIBILITIES**

* Key deliverables were voice process
* Managedrecruitment of staffs
* Client co-ordination
* Overseeing day- to- day management of the process
* Plan and restructure process in accordance to client requirement
* Coordinating with the corporate team towards better customer service
* Auditing calls and organize video conference feedback and training
* Scheduling cross training on the floor
* Conduct performance evaluation of employees to identify and categorize staff members as target achievers and non-achievers
* Guide non achievers on ways to improve work performance.
* Company : **SIXTH SENSE, CHENNAI**
* Position : Call Coach/Accent Trainer
* Period : December 2007 – December 2009

**RESPONSIBILITIES**

* Process & communication training given to the agents
* Call monitoring & call calibration for each agent
* One-to-one feedback given to agents during live barging
* Call coaching & enhancing team performance
* Tracked call results and conducted trend analysis based on results of monitors and improved quality and training needs
* Participated in internal calibrations with Quality and Operations and ensured consistent scoring
* Training agents for neutral and American accent based on the process
* Refreshers training provided to agents on call parameters
* Company : **LYCATEL B.S.O.P**
* Position : Quality Analyst
* Period : Feb 2006 – Nov 2007

**RESPONSIBILITIES**

* Total Control of day-to-day process
* Call monitoring and calibration
* Preparing Monthly reports and Pareto Analysis charts to analyze teams’ performance
* Company : **QUADRANT DATA SOLUTIONS**
* Position : Quality Analyst
* Period : Feb 2002 – Jul 2005

**RESPONSIBILITIES**

* Managing and consulting of contractual agreements with vendors
* Expertise with research tools
* Organizing meeting with the corporate quality team and working on the areas of interest
* Conducting training/feedback sessions
* Call monitoring and calibration
* Preparing Monthly reports and Pareto Analysis charts to analyze teams’ performance

**FREELANCE CAREER PATH**

* Worked as a freelancer Voice and Accent Trainer for:
* Empee Institute for Hotel Management, Guindy
* The Professionals, Chrompet
* Athiya Training Consultancy PVT LTD, Adambakkam
* Ripples Learning Services, Bangalore
* English Center, Bangalore

**ACCOLADES**

* Maintaining Team overall quality % @ 98%
* Appreciation emails from client and management for team’s performance
* Increased team productivity and had revisal’s in norms at regular intervals
* Reduced attrition

**EDUCATION QUALIFICATION**

* Bachelor of Arts, Literature, Madras University, (1997 - 1999)
* Green Belt in Six Sigma

**PERSONAL INFORMATION**

Nationality : Indian

Date of Birth : 7 January 1980

Sex : Female

Marital Status : Widowed

**Passport Details**

Passport No :

Expiry Date :