

Personal Details:

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Professional Experience Since April 2007 till date

My aim is to secure a responsible position in a growing and professionally managed organization that will utilize my skills to the maximum.

6.Manager - Admissions / MIS – Vogue Institute of Art and Design - From 18/01/2021 to Till date

- Reach out to potential applicants and explain in details about the institution, admission procedure and courses offered.
- Support students one on one in their application process, selection of courses, and meeting application deadlines.
- Converting the leads in to Admissions.
- Understand a potential applicant's interests and requirements and guide them accordingly.
- Almost top performer in the team with consistently reaching the target every month.
- Preparing monthly Admission report.
- Preparing Process manual/Fee File
- Training the New joinees about Process ,Course and procedure
- Co-ordinate with Digital Marketing team- Key word search
- Meeting – with Portal team in terms of generating the leads by doing the campaigns .

Team Size - 10

5. Executive Assistant / MIS executive in National Centre For Excellence – From 7/01/2018 to 27/12/2019

- Working with National Centre For Excellence as Executive assistant to Chairman and directors and also taking care of MIS of the school data.
- Interacting with parents on MIS and also taking care of administrative of the school. Involving in admission process with regards to preparing the monthly dashboard.
- Uploading the student's data and creating term/test report format and coordinating with MIS vendors on creating/proposing the new requirement as per management.
- Working with core team of MIS to enable the new features in app.
- Giving presentation on MIS app to teachers and parents.
- Creating the SOP's on Admission and MIS
- Preparing dashboard on new admission data and coordinating with admission team, prepare result analysis on admissions.
- Preparing MOM on admissions to the relevant team.
- Handling front office (whenever is applicable/required)

4. Assistant manager - Customer Relationship Manager – Mediassist TPA Pvt Ltd from 28-02-2015 to 31-12-2016

- Working in mediassist as CRM -Assistant manager. handling End to end solution to the client
- Managing the data, getting endorsement and sending monthly MIS to client
- Reverting to employee/client queries through mails and calls.
- Attending review meeting with client and brokers whenever is required.
- Responsible for renewal with existing policy.
- Co-coordinating with Insurer on getting the endorsement and other related queries.
- Doing reconciliation on data provided by client as well as by insurer.
- Managing team with process of claims etc.
- Coordinating with processing team to reach TAT and follow the SLA
- Providing training to concern team about process.
- Co-coordinating with internal team to complete the target

3. Sr. Customer Relationship associate – EXIDE LIFE INSURANCE – From 1-6-2014 To 15-11-2014

- Worked with Exide life insurance as Sr.CRA, the process includes calling to the existing customer to remind them about premium payment.
- Resolving product related issues through phone, mail and some time by meeting the customer.
- Weekly once conducting concal to the team and updating about product.
- In case team have any clarification related to work will be discussed and resolved.

Role: Sr.CRA **Team Size:** 18 Members.

2 Process specialist- Acting Team lead (from Feb 18 2008 to May'2013) F&A---- Company Infosys BPO

Worked as CSR for UK based Telecom process for 1 year. Later Moved to Infy HR team worked as HR in different stream like Payroll, Compensation and benefit, Leave and attendance and company Guild lines for 3years.

Worked in F & A Income Tax, the process includes the proof verification of IT employees, Tax computation and resolving them via e-mail communication & call to respective employees and preparing monthly reports and uploading details in SAP.

Preparing a monthly MIS reports and attrition report. I was a training spoc for INCOME TAX process and was converting new version of process manual and I was a config controller.

Role: process specialist **Team Size:** 20 Members.

Responsibilities

- Understating the process & the purpose of providing Tax computation.
- Preparing the daily reconciliation of the report.
- Ensuring all the verification of document is processed accurately.
- Providing adequate documentation for not providing the benefit if any.
- Updating any changes in the policy & rules
- Reporting to the reviewer/manager problems noted during the process of verification & documenting the same
- Working with the reviewer/manager to implement action plans for correcting any issues noted during the verification process
- Conducting training for new team members.
- Acting like supervisor in the team
- Working in SAP ERP (Finance), downloading and uploading the report and doing the reconciliation.
- Working as MIS, preparing dashboard for the month and creating performance scorecard.

Quality Analyst for Income Tax

Quality Job Description- Function as a Quality Analyst was to ensure the service process meets the Quality as per SLA, provide feedback and prepare Action plan for the same.

Role: Process specialist **Team Size:** 20 Members

Responsibilities

- Monitoring the work during the parallel run

- Responsible to quality check of the transaction to ensure expected level of quality
- Responsible for performance review of the associates and reporting to the internal client.
- Preparing key-strokes documentations& quality check list as per client requirements.
- Handling process related queries and escalations.

Achievements

- Successfully transitioned (i.e., Knowledge Transfer)
- Identified as the best performer and received awards for the same and received I-Star award (best performance of the year).
- Received good appraisal rating (E+, exceeding performance) in appraisal.
- Received the promotion to next level with a short period

1. Process Executive (April 2007 to Feb 2nd 2008) Company Inter Title BPO Limited

Worked with Inter Title BPO as Process executive for an insurance company, the process includes verifying and analyzing the proofs which is sent by the US customers.

Role: Process executive Team Size: 52 Members.

Educational Profile

- Bachelor’s degree in Computer application in the year 2007.
- Computer Knowledge
- Windows 98, Basics like Microsoft Word, Excel and Power-point.

Hobbies/Interest

Listening to Music and Traveling

PERSONAL PROFILE:

- Name : Smeetha M
- Husband Name : Anish S
- Languages Known : English, Hindi, Kannada, Tamil, Telugu and Malayalam

I hereby declare that the particulars furnished above are true to the best of my knowledge and belief.

Yours Sincerely,
(Smeetha M)