

# Praveen Veluswamy

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## PROFESSIONAL SUMMARY

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Process & Service Excellence professional with 3.5 years of experience in Operations with Lean Six Sigma Green Belt Certified ,who will be Proactive and thrives in fast paced, high pressure environments.

## SKILLS

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- Process Standardization
- Elicitation & Documentation
- Lean concepts
- Training and Development

## EXPERIENCE

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### Manager – Customer Service Operations

*Dec 2019 - Present*

- Responsible for Conducting GAP analysis & Implementing new Process like Moratorium, Loan Restructuring and policy changes across branches
- Creating Process Flow Diagrams using Draw.io & Replicating the same in Branches
- Understanding the Branch requirements for Product Support enhancement requirements in System and Creating User Stories & BRD, Submitting the same to IT team for enhancement
- Working with PMO team for System Developments(Finn one, SFDC-CRM, Bajaj Experia) & Responsible for system testing (UAT) and providing the feedback
- Utilizing data & analytics to define Process gaps and Product Improvement and policy changes to reduce customer complaints across organization
- Preparing Pareto analysis on Customer Escalations & solving the same using RCA
- Identifying VA & NVA in Branch Process and eliminating NVA using Fish Bone Analysis
- Conducting Concurrent Audit on Cash & Service -Process and Transactions

### Projects Involved

- Part of ZBB project in Core service Team for Stream lining cashier process and promoting Bajaj Digital Properties
- Part of Bajaj Super App (3 in 1) from B2B Service Perspectives in which created various Process flows in Draw.io and Submitting User Stories to IT team



### Management Trainee – Customer Service Operations

*May 2019 – Nov 2019*

- Identifying & Building Dashboards in SFDC for Service Metrics
- Coordinating with Various Backend team like Insurance, Banking, Cards operation for resolution of Customer Escalations
- Providing Process Training & development to Branch Teams

**Trainee- Tool Room**

- Tool Room Planning & Raw Material Procurement
- Forecasting Material requirements based on production demand
- Supplier Negotiation and follow up with vendors and Quality Assurance for Purchasing

**EDUCATION**

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**May 2017– April 2019****Institute of Management Christ University, Bangalore***Master of Business Administration, Lean Operations and System***June 2010– May 2014****Amrita School of Engineering- Amrita University, Coimbatore***Bachelor of Technology, Mechanical Engineering***PROFESSIONAL ACHIEVEMENT**

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- **Bajaj Debutant award** for streamlining Customer Journey in Branch(**Reduction of TAT from 13 min to 4 min**)
- **Bajaj Heroes Award** for Promoting and Increasing Bajaj Digital Platforms(**from 2.5 % to 10%**)

**PERSONAL DETAILS**

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- Date of Birth : 29/08/1992
- Gender : Male
- Language Known : English, Tamil, Kannada,
- Hobbies : Objective Analysis Tamil Nadu Politics, Cooking
- Marital Status : Single
- Permanent Address : 13A, East street ,Mathipalayam(Post), Alanduari(Via)  
Coimbatore- 641101,Tamil Nadu