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## **WORK EXPERIENCE:**

**Oct 2020 – Present:** Head - Corporate Relations, Xavier Institute of Business Administration (XIBA), St Xavier's College, Tirunelveli.

- Student's training and development
- Provide mock interviews and industry based trainings for students
- Corporate interaction and bridging industry - education gap
- Identify potential company requirements and match students accordingly
- Perform campus interview and placement of final year students
- Effective healthy relationship building with corporate companies and other potential recruiters

**June 2019 – Aug 2020:** Head - Corporate Relations, VV College of Engineering College, Tirunelveli.

- Identify the training needs of students and plan for trainings accordingly
- Interact with corporate companies of all domains and create healthy relationships
- Understand the requirement of the companies and shortlist students matching the industry requirements
- Conduct mock interviews and online test to identify the improvements of students
- Invite companies to perform campus placement drives to benefit students
- Handle all the arrangements for the resource person
- Provided 90% placements for students in the academic year 2019-2020 as of Mar 2020. Campus drives halted due to Corona pandemic.

**November 2018 – April 2019:** Corporate Relationship Manager (CRM), Francis Xavier Engineering College, Tirunelveli.

- Interaction with Industries for Campus recruitments
- Conduct On Campus drives inside college and ensure smooth round of interviews completion
- Provide placement related training to students
- Handle mock interviews for student to get familiarized with HR rounds
- Successful Pool Campus drive for Atos Syntel in Jan 2019
- 100% placement for MBA department

**June 2018 – November 2018:** Assistant Professor/Placement Officer, Department of Management Studies, Francis Xavier Engineering College, Tirunelveli.

- Handling MBA subjects for 1<sup>st</sup> and 2<sup>nd</sup> year MBA student
- In-charge of placement activities like training formulation meeting industry requirements, interaction with industry people for campus requirements

**April 2015 – December 2017:** Role: Sr. Business Development officer/Production Coordinator, Scanning/Digitization Division, SourceHov Pvt Ltd, Chennai, India

- End to End business development
- Sales emailers creation highlighting the product/process/solutions
- Create leads with customers by emails or telephone interactions
- Provide online Web Ex demo or face to face presentation based on client's choice
- Coordinate with pricing time for generating proposals
- Negotiate with customers for agreement
- Supervise operations team for project initiation and plan the schedule
- Notify clients on the project updates regularly
- Coordinate with Quality team to ensure quality levels are met
- Ensure successful project closure and hand over to Operations team
- Target next client to increase the business line
- Have generated close to 100 leads in an year

**Jun 2010 – March 2015:** Role: Production Coordinator, Email/Chat Support, SourceHOV Services Pvt Ltd, Chennai, India

- Working as a Production coordinator SourceHOV Pvt Ltd (Lason India Pvt Ltd) for Pearson publishing Higher Education Technical Support-USA (email & chat medium)
- Handle client calls on a daily basis to discuss the daily staffing and other activities
- Build credibility, establish rapport and maintain communication with stakeholders at multiple levels, including those external to the organization (US and Philippines)
- Manage client engagement services and solution implementations
- Mentor staff in methodology, consulting excellence and encourage best practice in project management and planning
- Led a team of 250 team members, 6 shift leads, 6 team leads, 2 team managers who were involved in Pearson publishing customer technical support via phone, email, chat.
- Present periodic dashboard reports on the current program, future opportunities and client issues
- Responsible for staff management and forecasting
- Successfully accomplished end to end ramp up and ramp down of a site in Vashi, Mumbai
- Involved in end to end ramp up and ramp down of a site in Subic Bay, Philippines
- Involved in end to end ramping up of a site in Pune, Maharashtra

***Accomplishments in SHOV:***

- Successfully initiated and completed an agreement for our Solution. Pilot Batch to be commenced on Jan 2016
- Involved in setting up operations in **TracMail**, sister concern of SHOV in **Vashi, Navi Mumbai**. Handled the day to day operations from Vashi during the peak seasons
- Involved in ramping up a new site in **Subic Bay, Philippines**. Performed due diligence based on client requirements and also setting up operations in Philippines
- Involved in ramping up a new site in **Pune, Maharashtra**. Performed due diligence based on client requirements and also setting up operations in Pune

- Visited **Indianapolis, Indiana, USA** for a client-vendor meeting conducted by Pearson client. Discussed about staffing/deliverables for the upcoming peak season for year 2013
- Actively involved in conducting interviews via college campus representing operations team. Colleges include Anand Institute of Tech, Vel tech, and Danish Ahmed college of Engineering

#### **ONSITE EXPERIENCE:**

- Visited **Indianapolis, Indiana, USA** for a client-vendor meeting conducted by Pearson client. Discussed about staffing/deliverables for the upcoming peak season for year 2013
- Visited **Subic Bay, Philippines** and performed day to day activities and operations. Acted as a single point of contact for both the clients and internal management from Subic Bay. Performed due diligence to match client requirements

**Aug 2009 – Jun 2010: Role** – Sr. Sales Support Executive, Sutherland Global Solutions, Chennai

- Handling inbound/outbound sales calls for Intuit end users.
- Involved in Email/Chat support team doing sales pitch for products
- Placing orders for checks, envelopes, forms etc for the end users
- Cross sell Intuit products like QuickBooks and Payroll products to the end users
- Achieved day to day targets and topper in Sales for many months during the tenure

**Nov 2007 – May 2009: Role** – Team Leader, Business Developments, IntechSys Global technologies, Bangalore

- Motivate sales team to achieve targets
- Design email template for team to pitch for lead generation
- Train the internal out bound team to set up leads
- Act as a bridge between the customer and internal operations team in developing the product
- Assign people and task based on the volumes and aim at completing the production well ahead of the shipping dates
- Delivery of the products at the right time and complete the transaction process

**Mar 2006 – Nov 2007: Role** – Senior Customer support Executive, Allsec Technologies, Chennai

- Handling inbound/outbound calls for CompuCredit end users regarding their credit card transactions, payments and refunds
- Involved in email support sending email related to credit cards and new benefits
- Acted as a asst team leader during team leaders absence
- Good in product knowledge and achieving targets
- Recipient of Workaholics Award for most of the months during the tenure
- Cross selling credit card related products/services

**Aug 2004 – Nov 2005: Role** – Senior Customer support Executive, Sutherland Global Technologies, Chennai

- Handling inbound/outbound calls for Symantec Norton Antivirus product end users
- Handling email support sending details of products to customer
- Assist in the installation and activation of the Norton products
- Have experience in cross selling latest Norton releases

**PASSPORT / VISA INFORMATION:**

- Hold a 10 years B1/B2 American Visa, valid from Nov 2012 to Nov 2022.

**EDUCATIONAL PROFILE:**

**Post graduate:**

- Master of Business Administration (MBA) in Technology Management from **Anna University, Chennai** (Correspondence Course) – 64%
- Master of Science (M.Sc) in Psychology from Manonmaniam Sundaranar University, Tirunelveli – 67%

**Under graduate:**

- Bachelor of Engineering in Electronics & Instrumentation (2000-2004) in **National Engineering College, Kovilpatti** – 63%

**Higher Secondary:**

- Higher Secondary in Maths – Computer Science in **AUPET Chinmaya Vidyalaya, Palayakottai, Tirunelveli**. – 84%
- School People Leader in 12<sup>th</sup> Standard

**Matric:**

- 10<sup>th</sup> Matric in **AUPET Chinmaya Vidyalaya, Palayakottai, Tirunelveli**. – 81%

**DECLARATION:**

I hereby declare that the all above information is true up to my knowledge and belief. References are available upon request.

Place: Tirunelveli

Date:

Signature

**(Sundara Pandian P. R)**