

ARELIUS XAVIER. S.J

ASSISTANT MANAGER

6 YEARS EXPERIENCE IN OPERATIONS,
DATA INGESTION, JIRA, MARKET
RESEARCH, CUSTOMER SERVICES, CLIENT
SERVICING AND RELATIONS.

EDUCATION

MADRAS UNIVERSITY

2010 - 2013 | BSC Vis Com

SKILLS

People Management
Business Knowledge
Leadership
Communication
Hiring
Collaboration & Teamwork
Time Management
Problem Solving
Business Development
Critical Thinking
Planning
Project Management

EXPERIENCE

2015

SPI GLOBAL
SENIOR EXECUTIVE EDITOR
Client - TIVO, USA

- Tasked to update the schedule data for channels on to the Data Base.
- Research Television Programs, Movies, Sports and Tag the new events and create database for new programs with the necessary information

2016

SPI GLOBAL
TEAM LEAD

- Handling 15+ Team Members
- Assigning Daily Task and schedules to be updated on the database.
- Handling and responding to client enquires and updates as the face of the business.
- Worked closely with the Television Channels to maintain accurate schedules and updating the station with the recent events that might affect the program airing at specific time.
- Able to get new projects on board by increasing the productivity and accuracy.

PROFESSIONAL CERTIFICATION:

Leadership training program

From Aspire University, SPi
Global (2016)

COMPUTER SKILLS

Proficient in Microsoft Word, Excel
and Powerpoint

CONTACT DETAILS

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- 2016
- Attending escalations raised by clients.
 - Providing an Root Cause Analysis followed by an action plan.
 - Monitor and validate Team's Daily productivity and other parameters.
 - Managing E-Listing Services and handling high profile clients.

2018-
Present

SPI GLOBAL ASSISTANT MANAGER

- BCP Planning
- Brining new developments to the project - including Jira Ticketing system
- Executing Automation Process -
Worked closely with automation team to get the accurate result.
- Planned and executed quick methods to find the inaccurate data in the station's data base before the program airs.
- Addressing critical data inaccuracies that arise through automation and manual process.
- Presenting weekly deck to the TiVo clients on the overall projects productivity, Qulaity of data and Analysis on the escalation.