1. **D. Rangana Srinath**

299/1/D, Ihala Bomiriya

Kaduwela, Sri Lanka.

Mobile: 0716 074011

Email: [rapsrinath@gmail.com](mailto:rapsrinath@gmail.com)

**Education**

2017 BA (Hons) Business Management Degree – Open University, Colombo (Second Year)

2006 Bachelor of Information Technology (BIT) – Colombo University (First Year)

1998 GCE Advanced Level – Central College, Hanwella

1994 GCE Ordinary Level – Central College, Hanwella

**Areas of Expertise**

Reliability Leadership Skills Strategic Thinking Innovative

Persuasive Goal oriented

**Relevant Experience**

**Key responsibilities:**

**RR Donnelley - Customer Service Executive – (Team Manager) – (Sep 2014 – present)**

* Effective coordination with clients in the USA
* Be a single point of contact between the entire team and ACM/AOAM/OAM effective communication on the key deliverables of the process
* Drive a team of 40 individuals to achieve company goals & objectives
* Goals were set according to their Job Role within the team - Document Specialists, Senior Document Specialists, Quality controllers, Senior Quality Controllers, Proof Readers and Project Coordinator.
* Implement career development plans for each team member to groom them for their next level in their career hierarchy.
* Achieve SLAs (IRR, T2R, DPMO, SR, OTD)
* Identify weak links and carry out trainings and development plans to overcome
* Identify new cost cutting methods to reduce various cost factors involved
* Achieve set targets of production and productivity, late arrival and leave utilization
* Achieve set goals for Rewards & Recognition

**RR Donnelley – Project Coordinator – (Sep 2008 – 2013)**

**Key responsibilities:**

* Assist Client Manager for the creation and execution of job plans, resource planning, and capacity utilization on every shift
* Coach Document Specialist and Quality Controllers in areas of job planning and production
* Responsible for deadline adherence on the shift and ensures no delays
* Ensure 100% quality adherence of all projects worked on during the shift per correct templates, standards and client specifications
* Troubleshoot and rectify technical issues as and when necessary
* Timely Escalations to Lead Project Coordinator and Client Managers
* Accountable for all MIS including completion and accuracy of the shift handover report, productivity and activity utilization reports on the shift and accountable for analysis report
* Ensures print security and physical access procedures are followed by the team
* Evaluate client feedback and provide accurate analysis to the Lead Project Coordinator and Client Managers

**RR Donnelley – Team Lead – (Sep 2004 – 2007)**

**Key responsibilities:**

* Monitoring and guiding the team members
* Monitoring the progress and ensuring on-time delivery
* Customer facing via emails and conference calls
* Resource allocation and management
* Guiding the Quality Controllers in test case designing and test execution
* Conducting reviews on team’s work

**Other Achievements**

* Registered member of the Toastmaster International
* Registered coordinator for the Social Activities Committee (REACH) for RR Donnelley (2017)
* Officer in the Innovation Team

**Languages**

English Sinhalese Tamil

**Interests**

Helping People

**Referees**

**Mr. Nivantha Fernando**

Manager – BCM & Internal Audit

Mobile: +94 77-7872543 /+94 71-0353366

Tel : +94-11-2593400 (Extn 3747)

Fax : +94-11-2592367

RR Donnelley Outsource (Private) Limited

302, Galle Road

Colombo-04, Sri Lanka

**Mr.Lyndon Berenger**

Operations Account Manager

Mobile: +94 77-3616071

Tel : +94-11-2462000 (Extn 3828)

Fax : +94-11-2592367

RR Donnelley Outsource (Private) Limited

Echelon Square, Level 33, East Tower, World Trade Center

Colombo – 01, Sri Lanka