



MADRAS SCHOOL OF SOCIAL WORK
U.G. Dept. Of Social Work (BSW)

VALUE ADDED COURSE
WEALTH OUT OF WASTE

Resource Person:
Ms. Rabeka Sharon
Co-Founder, Aetos
Solutions, Chennai

Course Co-ordinator:
Dr. A. Thirumagal Rajam,
Assistant Professor, U.G.
Dept. Of Social Work
(BSW), MSSW, Chennai

Date:
Batch : 2020 Batch, Semester - III
Hours : 30

Value Added Course - Wealth out of Waste

Total Hours: 30 Hrs – 4 days

Unit 1 – Introduction to Environment

- ♣ Ecosystem – Meaning – Components – Structure – Functions, Levels of organization in nature- Food chain and Trophic structure, Biogeochemical Cycles, Understanding Carrying Capacity and Assimilation Capacity of Earth, UN Sustainable Development Goals, waste movement – cyclic vs linear, innovating techniques to revert from linear to cyclic

Unit 2 – Introduction to Waste Generation

- ♣ Waste around us, definition, Waste Handling in Previous Ages, Increasing waste piles – indicates inefficient use of raw material; Reasons for increase in waste quantity, Consumption and population, consumption patterns, Exponential growth of consumption, Effects of Excess Waste Generation, Resource depletion, waste disposal vs waste management, Principles of waste management, Rural waste vs Urban Waste; Pollution – types, waste vs pollution, Statistics for exponential growth of waste generation

Unit 3 – Waste Characterization

- ♣ Waste around us, definition, Waste Handling in Previous Ages, Increasing waste piles - indicates inefficient use of raw material; Reasons for increase in waste quantity, Consumption and population, consumption patterns, Exponential growth of consumption, Effects of Excess Waste Generation, Resource depletion, waste disposal vs waste management, Principles of waste management, Rural waste vs Urban Waste; Pollution - types, waste vs pollution, Statistics for exponential growth of waste generation

Unit 4 – Source Reduction & Waste Disposal Practices

- ♣ Waste around us, definition, Waste Handling in Previous Ages, Increasing waste piles - indicates inefficient use of raw material; Reasons for increase in waste quantity, Consumption and population, consumption patterns, Exponential growth of consumption, Effects of Excess Waste Generation, Resource depletion, waste disposal vs waste management, Principles of waste management, Rural waste vs Urban Waste; Pollution - types, waste vs pollution, Statistics for exponential growth of waste generation

Unit 5 – Sustainability Tools

- ♣ Life Cycle Analysis, Extended Producer Responsibility, Corporate Social Responsibility in waste management Introduction, Environmental Management Systems, Small Business is ideal, Sustainable materials usage; Take – back Policy; Carbon Credits

Unit 6 – Storage and Processing

- ♣ Inventory and material management, Management of Waste Collection, Segregation, General Process of Recycling, Precautions for Recycling – Aluminium, Glass , Pre c a u t i o n s while Re cycling of Plastics, Precautions while Recycling paper, Re-use, Treatment, Disposal

Unit 7 – Trade of Waste

- ♣ Managing non- routine waste, agricultural waste, Polluter Pays Principle, Extended Producer Responsibility, Producer Responsibility Organization, Carrying Capacity, precautionary principle, reverse logistics, scrap trade; International Trade of Waste Initiatives taken by firms& government to do 3R; implications for business – reducing weight of products impact on the supply chain

Unit 8 – Entrepreneurship in Waste Management

- ♣ Scope and types of Entrepreneurship, Micro Resource Enterprise, Planning A Waste Managing Enterprise, Human Resources and Infrastructure, Arranging and Managing Finance, Managing a Waste Enterprise, Successful Experiences, Government rules and regulation regarding small industries, role of financial institution – IDBI, SIDBI, SFCs - Other supporting institutions.

Unit 9 – Activities (Making best out of Waste)

- ♣ Preparation of Eco-Friendly material using Waste Material
 - Objective
 - How to Achieve the Objectives
 - Advantages and Uses
 - Various waste Materials used for making useful products
 - List of items that can be made using waste
 - Classification of Products
 - Hands – On - Exercises

RESUME'

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Certified Six Sigma Black Belt Professional having 20+ years of experience from IT & ITES industry handling Hiring, Training, Software Development, Sustainability, Environmental solutions, Business Transition and FSMS. As an IT professional with a high-level of management experience - have learned that the best way to achieve success is to motivate the resources to meet and exceed expectations constantly through a strategic approach.

Core Competencies

- | | | |
|-------------------------|-------------------------------|------------------------|
| ✓ SLA | ✓ Geo Coding / Arc GIS V 10.1 | ✓ P&L Management |
| ✓ Change Management | ✓ Six Sigma – Black Belt | ✓ Transition |
| ✓ Leadership | ✓ ISO / FSMS | ✓ Software Development |
| ✓ Client Management | ✓ Carbon Solutions | ✓ GIS / Non GIS data |
| ✓ Continues Improvement | ✓ COPC | ✓ Service Delivery |
| ✓ Team Management | ✓ CRM | ✓ CSAT |

Founder of AETOS BUSINESS SOLUTIONS (An ISO 9001:2015 Certified Institution) – Chennai from Apr 2017.

Responsibilities:

- Handling Training and IT segment of the company.
- IT Skill Set
 - C, C++, Java, Java EE, Struts, Spring, Hibernate, VB, AJAX, Delphi, VB.Net, VC++, Visual C#.Net, Python, PHP, Perl, Unix Shell Scripting, VBScript, Basic, COBOL, Pascal, FORTRAN, Gtk, wxWidgets, GNU Scientific Library, Win32 API, Windows System Programming, Windows Driver Development, WorkFusion RPA, MS-Sql Server, PostgreSql, MySQL, Oracle, DB2)
 - JavaScript Charting & Graphics, JavaScript Testing, JavaScript Loading & Building, JavaScript Templating,
 - Selenium, Appium, SoapUI (5.0 Pro), JIRA, ALM/QC, QTP, TestComplete, Ranorex
 - Frameworks: Junit, TestNG, Calabash, Selenide, Cucumber, Keyword driven low level and high level, Modular driven, Page objects, Page Factory, Rspec, Hybrid, Capybara, Watir, Robot Python, NUnit.
 - Database: MySQL, Oracle SQL, Postgre SQL
 - Methodologies: Scrum Agile, Waterfall, V-Model.
 - Cloud Computing – AWS - SaaS
- Responsible for P&L and overall development of the Organization
- Planning, establishing collaboration with international universities which promotes linguistic skills and certification (Cambridge, Trinity College – LONDON)
- Up-Skill college students of both Arts and Engineering students to make them “Employable”
- Strategic alliance with MNC’s and local companies for HR needs
- Corporate training on various streams such IT and Non IT for the onboarded employees and advanced - “Need based Training” for employees to upskill or cross skilling platforms.
- Training aspiring students / professional to study or work abroad by skilling them with IELTS.
- Providing technology enabled training to schools’ children to enhance their overall education experience.
- Centralizing course curriculum, updating them to ensure “books vs reality”
- Partnering with Colleges to impart “Digital Accounting” using Tally.ERP 9
- Collect, Cleanse and Process geological data – processing data of both GIS and Non-GIS.
- Patterning with various local NGO’s to make sure the activities of the companies are with the focus on “Socially Responsible”.

Head of Operations Support Group – OSG (AMDATEX – Subsidiary company of ADEC Inc, Philippines) from Mar 2013 – Aug 2016

Responsibilities:

- Successful Implementation of KRA / KPI has reduced cost on labor at back office domain.
- Manage projects end-to-end, delivering or exceeding agreed upon results. Gain stakeholder approval and commitment throughout the project life cycle. Implement sustainment strategy in partnership with process owner.
- Meet and exceed project deliverables, delivering cost savings, revenue generation, and customer and/or employee satisfaction improvements as specified by the business.
- Assess existing processes, identifying continuous improvement opportunities focusing on quality, cost and efficiency in line with stated business objectives.
- Facilitate and drive change in a fast paced and constantly evolving environment. Utilize data driven, fact-based analytics to deliver results. Lead by example, demonstrating ability to lead teams and act as a change agent.
- Successfully trained and launched a 15 members Quality team, members were equally distributed to all LOBs to implement TQM principles has gain reduction on total defects.
- Demonstrate end-to-end process perspective, providing data collection, analysis and thorough documentation of processes.
- Data from 53 US Govt federal sites are being scrapped automatically apart from manual FTE bucket data to be processed using ETL tools.
- Build and maintain a strong relationship with both internal / external clients. Become established as a recognized expert utilizing the continuous improvement skillset.
- Achieved best Manager Award for Quality.
- Implementation of Six Sigma Organization wide initiative.
- Responsible for the timely delivery of processed data to AWS thru ETL.
- End to End responsibility of the project from data migration till data publishing on end user customer interface without comprising quality and “on time”
- Managed a team 45 Data processing FTE, 10 Quality Assurance Specialists, project manager with 15 Software specialist, 2 Software tester and 3 Solution architects.

Management Professional Consultant – IT Projects (From October 2012 – March 2013)

Consult with companies to provide expertise in the areas of strategic planning, training and development, operations, information technology, sales and Customer service. Major engagements:

- Invom Technologies, Chennai – India: Created templates and developed processes to reduce delay, track the development stages of the project using Six Sigma methodologies of both DMAIC / DMADV.
- Xalence: Designed and Engaged with a small development team to construct web site for human capital management company offers Advisory, Consulting and Education programs utilizing PeopleSoft as the Core Technology. Overall web

performance / benchmark, SEO, Web Site Optimization, Integration, and Testing are some of the key assignments.

- Caratlane, Chennai – India: Contributed to achieve the sales target to one of the India's leading e-commerce company engaged in fashion jewelry online. Implemented a business model to save 25% over retail price in the market. Also setup a complete end-to-end contact Centre environment with over 15 seat to offer 11/6 hours of support. Effectively defined project scope, scheduled resources and controlled costs and to attract Portability.

Account Manager (Sutherland Global Services Inc, Philippines) Oct 2010 – May 2012

In charge of driving desired results of the highest quality for a fortune 500 client (Enterprise Tech Support process) with strong attention to details for a team of 70 + the support staff, responsibilities include:

- Accountable for SLA with a specific focus on Service Quality, Customer Satisfaction and Productivity.
- Implementation of "Score card System" at all levels within the account to make sure both internal / external client metrics are met and exceeded.
- Managing Program Financials, Capacity Planning based on Volume Forecast.
- "Life Cycle System" on Hiring has gained very good confidence with clients with respect to recruitment.
- Setting up FTP sites, Technology Lab (RnD) help to improve quick resolution on calls.
- Shown a positive impact on Attrition, Absenteeism thru Incentive and Skill Based Pay.
- Perform root cause analysis in the event of a failure & implement corrective action.
 - Designed / Developed and Implemented Decision Tree System to reduce the learning curve for agents, thus shown a positive (90 seconds) improvement on AHT.
 - Successful Implementation of eZchat (Internal Chat) application and a robust intra KB site has minimized support staff to maximize the productivity and also to improve FCR has shown 15% drop on the On Site technicians.

Asst. Program Manager (Sutherland Global Services Inc, Philippines) Aug 2009 - Sep 2010

In this role I was managing a team of 100 + FTEs and the support staffs to provide both Customer Service and the Technology support for one of the major Internet Service provider in NA.

- Implementation of Project Rookie helped to excel the key client metrics such as CSAT and FCR.
- Monitoring calls to ensure that defined process is being followed as per process.
- Conducting internal process audits (Hot Seat – Audit the Auditor) & process reviews for ensuring strict adherence of the client directives.
- Conducting appraisals / Team reviews / providing feedback on areas of improvements. Establishing benchmarked practices for elevating performance levels thru sharing best practice.
- Analyzing the training need and accordingly fine-tuning the training modules for imparting on soft skills / product / process.
- Agent's / Team Lead's motivation thru team building activities.
- Spot give away and attractive monthly incentive plans to ensure associates are properly motivated.

Team Lead – (India) Dec 2003 - Sep 2009

- Analyzed the individual performance of each team member and motivated them to perform even better and make sure that the team stays on top of the dashboard.
- Accountable on CSAT for both Cochin, Chennai and Philippines.
- Monitor and Analyze data trends to identify potential opportunities, needs, issues, and problems that could impact Customer Satisfaction / Business.
- Developed most frequent CLF (Closed Loop Feedback) article ID's to reduce AHT is the key success of the team, thus it was implemented across all delivery centers especially in India / Philippines.
- Being part of weekly JCM, QBR, MBR with clients to understand AOI, Process changes, Need based Training etc.,
- Met and exceed CSAT metric for 4 Qtrs after the successful transition at Philippines for semi tech process for a fortune 500 client.
- Proactive on internal and external client escalation
- Received best SME award for 5 consecutive times from Sr. VP – APAC.

Special Projects:

- Successfully transitioned and launched Third Party Verification queue (24/7 hrs) – 2008 INDIA, Chennai.
- Successfully launched PFS queue to provide Remote Support on PC optimization, Virus Removal etc. in the year 2008 INDIA, Chennai.
- Being part of the transition team to setup and launch Customer Support queue for a fortune 500 client in the Philippines as one of the delivery centers has grown as big as with 250 production HC and 30 + support staff has given the client a new confidence based on performance with a short span of time.

Centre Manager - IEC India (p) Ltd., - India – Chennai. From Oct 1998 to Nov 2003

- Up Skill training, Planning, Scheduling and Conducting Training Classes
- Course/Syllabus Design & Materials Development.
- Responsible for overall operations of the center including Inventory, Accounting etc.,
- Achieved Month on Month Centre Revenue Collection.
- Software development, programming and testing etc.
- Activities that promote enrollees such as Career Show, Road show, Marketing etc.,.

Public Relations – Advisor (Prism Public Relations (I) Pvt. Ltd., - Chennai, INDIA) from Mar 1996 to Sep 1998

- Writing and producing presentations and press releases
- Dealing with enquiries from the public, the press, and related organizations
- Organizing promotional events such as press conferences, open days, exhibitions, tours and visits
- Providing clients with information about new promotional opportunities and current PR campaigns progress
- Commissioning or undertaking relevant market research
- Liaising with clients, managerial and journalistic staff about budgets, timescales and objectives

Computer Lab Instructor / Sr. Faculty (Datamatics Ltd., – Chennai, INDIA) from Mar 1993 to Feb 1996

- Coordinate, plan, organize, and instruct day/evening/weekend courses.
- Recommend textbooks and other instructional materials including classroom and laboratory equipment to Management.
- Maintain accurate and complete scholastic records, including attendance records.

- Participate in program and curriculum reviews and development, and student learning outcomes initiatives.
- Organize each course taught into an effective instrument of learning.

Educational Qualification:

- Master's in Public Administration, MKU (2002)
- Master's in Finance Management, Annamalai University (2006)

Certifications:

- Diploma in Computer Science from DATAMATICS, Chennai, (1992)
- British Council Certified CEFR level
- Microsoft Certified Trainer (MCT)
- Six Sigma Black belt Certified from IACT Global, an ASQ Member (2013)
- C, C++ certified by Brainbench
- Java core, Java Script, ASP, .Net, Selenium, ETL tools, Data Analytics, AWS
- Photo Shop, Adobe Flash, Illustrator



MADRAS SCHOOL OF SOCIAL WORK

(An Autonomous Institution affiliated to the University of Madras)

Accredited by NAAC With "A" Grade

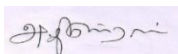
**UG DEPARTMENT OF SOCIAL WORK (BSW)
VALUE ADDED COURSE ON "WEALTH OUT OF WASTE"
CANDIDATE ATTENDANCE REPORT (2021-2022)**

NO.OF.HOURS: 30 HOURS

TIME: 9.00 AM TO 5.00 PM

S.NO	Reg No	NAME	Department Name	Completed Status
1	2015781049001	AKSHAYA C	BSW	Completed
2	2015781049002	ANNIE DEBORAH R	BSW	Completed
3	2015781049003	ANUJ BOON DHANAPAL PK	BSW	Completed
4	2015781049004	ANUSHA MADHUMITHA S	BSW	Completed
5	2015781049006	CARELINE CECILIA S N	BSW	Completed
6	2015781049007	CHRISLIN J	BSW	Completed
7	2015781049008	DANUSH RAJ S	BSW	Completed
8	2015781049009	D DHANUSH	BSW	Completed
9	2015781049011	HARIPRIYA J	BSW	Completed
10	2015781049012	JAYASRI L G	BSW	Completed
11	2015781049013	JOHANNAN TIMOTHY J	BSW	Completed
12	2015781049014	JOSHNA MERCY VS	BSW	Completed
13	2015781049015	KARAN S	BSW	Completed
14	2015781049016	KEVIN GEORGE	BSW	Completed
15	2015781049017	KRITHIKA S	BSW	Completed
16	2015781049018	LOHITH KUMAR M	BSW	Completed
17	2015781049019	LOKESHWARAN K	BSW	Completed
18	2015781049020	SUPRIYA M	BSW	Completed
19	2015781049021	NAGUL NAVEEN RAJ N D	BSW	Completed
20	2015781049022	NAVIN D	BSW	Completed
21	2015781049023	PADMA PRIYA R K	BSW	Completed
22	2015781049024	PRAVEEN K	BSW	Completed
23	2015781049025	RAHUL RAJ R	BSW	Completed
24	2015781049026	RICHARD L	BSW	Completed
25	2015781049027	SHEHNAZ AFRAH A	BSW	Completed
26	2015781049028	SHIRLEY P	BSW	Completed
27	2015781049029	SRINIDHI VARSHINE H	BSW	Completed
28	2015781049030	SUBRAMANIAN R	BSW	Completed
29	2015781049031	SURIYA S A	BSW	Completed
30	2015781049032	SUSANNA DAVID	BSW	Completed
31	2015781049033	SUSI MEDILA A	BSW	Completed
32	2015781049034	SWETHA R	BSW	Completed

33	2015781049035	SWETHA SRI V	BSW	Completed
34	2015781049036	THANUSRI K P	BSW	Completed
35	2015781049037	TRIVENI S	BSW	Completed
36	2015781049038	VIDHYAA LAKSHMI S	BSW	Completed
37	2015781049039	VIMAL ADITHYAN A	BSW	Completed
38	2015781049040	YAZHINI RAMESH	BSW	Completed
39	2015781049041	YUREKAA M V	BSW	Completed
40	2015781049042	KRISHNAVIKA K K	BSW	Completed
41	2015781049043	RAJESWARI R	BSW	Completed
42	2015781049044	SABHAREESH V L	BSW	Completed



Signature of Co-ordinator & Programme Head