

ASSOCIATION REPORT

The Inauguration of the BPO Association was held on 27th of September ,2021 at 11:30 am our the II BPO classroom. The Chief guest of the day Mr.Leo Fernandez from talentease .

The Minutes for the day presented by the Student Council Secretary Ayesha Al Rawdah . The office Bearers were introduced. Mr .Leo Fernandez delivered the address .He Spoke with an immense love and respect towards the field on BPO sectors and also advised how to make effective use of BPO Association meetings and what all Should be Considered for the participation of the students for the improvement towards the career .The Inspiring speech was very beneficial for the students .The Report cannot be ended without mentioning the efforts and the contributions ,Principal Dr.Sr.Christina Bridget . Beloved HOD Dr.Josephine Lourdes De Rose Assistant Professor of Commerce .Our Beloved Staff Member Ms.A .Indira Gandhi Assistant Professor of Commerce staff in Charge for B.Com (BPO) Association who made this Inauguration function to a grand Success .

The Department of Commerce, B. Com BPO organized a five-day Faculty Development Program on 'Education and Career Prospects in BPO sector from 4th to 8th Oct 2021. It included a broad overview of the global industry and the skills students need to prepare, to make successful careers in BPO industries. The FDP began with a short prayer session. The speaker of the first day was Mr. Nalin Singh, CEO of Orbit Future Academy, Indonesia. His presentation was about the phases of Industrialization, the technology leading to the transformation, the high risk of automation in the sectors and also the shift to producing Job Creators rather than Job Seekers. He also spoke about present scenario of the BPO services market in India during the years 2020-2024. He insisted on focusing on upskilling and reskilling, to be more flexible when developing a career path in the BPO sector. On day two Mr. Ed Valenzuela, Former Managing Director Accenture, USA spoke on Preparing 'Talent' for the BPO Sector. He gave an outlook on the growth of the BPO Industry citing the major players. He described the different outsourcing services such as Finance & Accounting, Human Resources, Procurement and Supply chain offered to various industries. He attributed the reasons for outsourcing the functions to lower costs, risk minimization, product safety, enhanced competency and operational efficiency. He asserted that educational institutions should expose themselves to industry collaboration to identify the thrust areas and skills that need to be developed in students to make them job ready. It is also essential that they re-invent themselves every couple of years. On Day three Mr. Leo Fernandez, CEO Talent Ease, Former Managing Director Accenture, Singapore, spoke on the topic: The BPO Classroom - Getting our students ready for success in the BPO Industry. He recalled the changes that happened in the industry from early days to present day. Before the focus was on transactions, to save costs, cost plus and it was mainly siloed. Now, the industry has moved to - transformation, to add business value, to gain share and it's no more siloed but across categories and sectors. He described that the knowledge space in the BPO classroom needs to build on the Financial and Accounting fundamentals, focus needs to be on the 'Why' and not just the 'what'. Students need to understand how the business works, what matters to the business and why it matters. They need to be well versed on Compliance and Laws. For all of this to take place the curriculum needs to be 'student centric'. The Skills required are - Critical thinking and Problem solving. English language becoming the universal language needs to be taught extremely well. Students should be shown 'how' to learn, where to look for information and how to find the required knowledge. Learnability, more than ever, is greater than learning. On day four Mr. Stephen Dique, Senior Vice President and Branch Head, HSBC, Chennai spoke on the Topic: The BCom and BPO Intersection. He focused on the BPO services being outsourced by banking and other financial institutions. He spoke in depth about the connection between the

Banking financial services and BPO's as well, which includes- rapidly changing markets, digital wave, improving administration, reading consumer behaviour, vertical international business models and enhancing market share. Banks are slowly closing down as BPO's are increasing as banking systems are moving to mobile phones. He discussed the emerging opportunities in the sectors such as Voice centers and Non-Voice operations and Captive BPO's which are steadily increasing. He suggested that students can find specialized courses and Management related courses on Banking. On the fifth day Mr.Sanjay Seth, Ex.MD Supply chain and Industry 4.0, Accenture Regional Director, Syntel, USA, spoke about "The Future of BPO".In his talk, he explained about the trends in BPO, Roles in 3rd party Business process outsourcing organization, Market characteristics of BPO services and implication for prospective employees. His speech was really inspiring to all the faculty and participants. More than 55 faculty members were benefited by this FDP.

The next Association Program was held on 3rd of December,2021 at 11:30 am in the Regina's Hall, Mother Sophy's Block. The resource Mr.Sivakumar, CEO of Trichy plus was invited to address the gathering. Mr. Shivakumar addressed with an immense love and respect towards the students on Motivational talk on Career guidance He shared his personal and business experiences on what all should be considered for the participation of the students for the improvement towards their career, his speech was lively on how to build confidence and to be very extravert, so that they can explore and learn things practically. Students interacted with the Chief guest about their career. The speaker clarified their doubts and provided them an insight with the working mechanism.

