

KIRAN KUMAR HOSUR

Old Hubli
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Summary

Professional Summary

Tech-savvy Lead Assistant with experience in supporting special initiatives, including B2B technology enhancement, development of bids and proposals and project coordination. Strong written and verbal communication and interpersonal skills. Easily adapt to changing priorities with focus and diligence. Skilled worker with proven ability to perform variety of tasks, including maintenance, customer service, repair and special projects. Ability to multitask, work independently and within teams in fast-paced, high volume environments. Flexible work and shift schedule. Skilled in operating basic hand tools. Excellent work performance and attendance record. Operations Monitoring Analyst providing organization with key control checks for implementation and application of regulations and controls. Develop and deliver risk-based monitoring programs which test efficacy of front-line controls. Excellent presentation skills and ability to identify key compliance risks. Capable Relationship Manager experienced in developing customized solutions to meet wide-ranging customer needs. Strong collaborator and active listener with excellent verbal and written communication skills. Offering 4 year track record of success in Telecom Industry

Education

**St Aloysius International University Bengaluru,
KA**
Bachelor's of Science

Bengaluru, Karnataka
Graduated March 2016

Don Bosco PU College
Pre University

Chitradurga, Karnataka
Graduating February 2013

Shri Vivekanand English Medium School
SSLC

Hubli, Karnataka
Graduating March 2011

Employment History

Airtel (SnS Corporate Pvt. Ltd.)
Collection Relationship manager

Hubli, Karnataka
September 2017 - Present

Payments Collections for Govt. Companies HESCOM & SOCIAL WELFARE DEPARTMENT for Airtel Provided RAP-DRP links (Internet Supply)

Created specific methods to determine proper process for each customer type

Supervised staff of collectors, monitoring phone calls and letters

Performed administrative tasks such as recordkeeping, writing correspondence and gathering materials

Supervised invoice processing, purchase orders, expense reports, credit memos and payment transactions

Balanced monthly general ledger accounts to accurately record cost and month end accruals
Oversaw daily posting of payments to customer accounts
Posted receipts to appropriate general ledger accounts
Reconciled discrepancies between accounts receivable general ledger account and accounts receivable trial balance account
Generated and distributed current statements to customers
Created daily and weekly cash reports for accounting management
Contacted clients with past-due payments and actively monitored all payments due from clients
Researched accounts and completed due diligence to resolve collection problems
Composed effective accounting reports summarizing accounts payable data
Established procedures for collection of past due amounts
Filed and addressed employee complaints in accordance with company policies and government regulations
Reconciled vendor statements and handled payment complaints or discrepancies
Coded and entered at least 120 invoices each day into in-house accounting software
Worked with legal resources and recovery teams to manage default issues
Processed payments and applied to customer balances
Trained and mentored new employees on collection methods, documentation requirements and performance strategies
Successfully implemented new technologies and process automations to encourage continuous improvement
Facilitated successful internal and external audits through sound and thorough documentation

**Deshpande Foundation, Vidya Nagar, Hubli,
Karnataka, India**

Process Associate

Hubli, Karnataka
June 2017 - September 2017

Trainer for Selection and Orientation for Students
Assessed student needs to develop effective BPO training Classes
Mentored new hires, resulting in stronger staff development and increased productivity
Gathered and organized supplementary material to support structured lessons

Vodafone IKYA Human Capital Resources

Customer Relationship Executive

Hubli, Karnataka
June 2016 - April 2017

Vodafone Mini Store Activation and Verification for SIMS, Corporate company sale handling
Exceeded sales goals and accomplished business objectives by inspiring staff and promoting target products
Walked through department multiple times each shift to evaluate and correct issues such as cleaning and stock replenishment needs
Coached employees and trained on methods for handling various aspects of sales, complicated issues and difficult customers

Reliance (Plustech Solutions)

Team Lead

Hubli, Karnataka
January 2016 - June 2016

Sale, Documents verification's and Activation
Developed monthly and daily production output plans to deliver on customer service and financial metrics

MTS mobiles (UNIFYLABS PVT LTD).

Hubli, Karnataka

Documents verification and Activation

Wrote engaging and creative press releases for each promotion

Achieved client confidence and protected operations by keeping information confidential

Set overall vision and provided team leadership

Organized information by studying, analyzing, interpreting and classifying data

Hobbies & Interests

- volunteer work.
- blog writing.
- club memberships.
- traveling
- sports (walking, exercise, running, Cricket)
- reading, writing.
- art, music (playing, listening)
- job-related activities.

Professional Skills

Communication with Customer Sales

Technique Customer Handling

Account relationship management

Effective managerial techniques

Savvy relationship-builder Debt

collections Government Companies

Relationship management Partnering

and relationships Business

relationship management Certified

Retail Manager Relationship and

rapport building Company relationship

development Building client

relationships Building student

relationships Payment collections

Languages

English

Kannada

Hindi