# **RESUME**

# **Kishor Jayaram Nikumbh**

# House No.201, Patni Tresses, Dindori Road,

# Gulmhore Nagar, Mhasrul, Nasik- 422004.

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# **Objective:-**

# I look forward to an intellectually challenging career where I get an opportunity to learn, involve and at the same time contribute handsomely to the achieved organizational goals.

# **Profile:-**

# **-**More than 4 Years experience in the BPO industry.

# -More than 4 Years experience as an Administrative Assistant

# -Currently working in a reputed company.

# -Good public relations.

# -Outgoing and result-oriented.

# **Experience:-**

# **MAYUR ALANKAR PVT LTD**

# Administrative Assistant

* Over 04 years of experience assisting high level executives and managing business relationships in a corporate environment.
* Maintain excellent written and oral communication skills.
* Self starter that can work independently or with a team.
* Accustomed to fast paced offices, juggling multiple tasks simultaneously.
* Organize and maintain company reports and accounting documents.
* Creative problem solver, recognized for getting most of out of limited resources.
* Provide sales support through advanced word processing.
* Plan and coordinate events, meetings and conferences.
* Coordinate and organize special events.
* Read and filter corporate email, serving as first line of customer support.
* Prepare corporate personnel agendas, schedules and itineraries.
* Strong knowledge of office and administrative software including Microsoft Excel, Word and PowerPoint.

# **WNS Global Service Ltd, Pune.**

# Designation: Customer Service Associate (M02)

# Team: Suspension Team

# Process Name: Shipping & Logistic Process (Ryder)

**Key Points**

* The logistics industry is facing a crisis. For asset-based companies such as ocean carriers, the volumes are at an all-time low and there is excess capacity
* BPO may be a survival strategy for the industry. Companies can save 30 - 40 percent, sometimes even 60 percent, of their back office costs by moving processes to a BPO service provider offshore
* In the fast growing segment of the third-party logistics companies or 3PL, who have built a business model of partnering with multiple service providers, BPO is just another key partnership they should leverage
* BPO also helps the companies move their fixed costs to a variable structure through unit transaction pricing model. Here, the volume risk is taken over by the partners

**Datamatics Global Services Ltd, Nasik**

Designation: Executive (M01)

Healthcare Process

* Processing of scanned Healthcare claims forms and converting the same in to client specified data file. Insurance claims processing requires very high data accuracy as it involves claim forms which contain confidential data. For this we have a series of logical process that are unique to our workflow. Processing of claims involves pre processing, data capture, validation & quality check.

Claims Analytics

* Claim process is a critical component to achieve operational efficiency and provide better customer experience. Improving claims has become important for insurers to protect revenue and profitability. Though fast tracking of claims process improves the customer experience, it can increase the risk of fraud. WNS provides end-to-end claim analytics solutions to accelerate the processing of claims and reduce the risk of fraud.

**Maharashtra University of Health Sciences, Nasik.**

Designation: Assistant-cum-DEO

Experience: 1.5 Years

* Making & Maintain the Student Report, Weekly Report, Billing Report
* Work on Central Assessment Program.
* Making External and Internal Examiner Database
* Co-ordinate by E-mail & phone with Internal & External Examiner.
* Participating Central Assessment program me.

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Education Qualification

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| --- | --- | --- | --- | --- |
| Exam | Board/Institute/University | Percentage (%) | Year of Passing | Class Obtained |
| B.A | Pune University | 55.00% | 2006 | Higher Second Class |
| 10+2 | Pune University | 57.33% | 2003 | Second |
| 10TH | Pune University | 46.00% | 2001 | Second |

Other Education

* Desk Top Publishing
* MS-CIT.
* Typing English-40 WPM & Marathi 30 WPM

Personal Details

Date of Birth : - 12th Aug, 1985.

Gender : - Male.

Marital Status : - Married.

Language's Known : - English, Hindi, and Marathi

Hobbies : - Surfing Internet

Thanking You,

Kishor Jayaram Nikumbh.