

## KUMENDRA PUSHPTODE

Ganga Nagar, Katol Road Nagpur-440013  
7773928501| Kumendrapushptode@gmail.com

### PROFESSIONAL SUMMARY

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Top-performing Process Associate offering excellent skills in data analysis and team oversight. pursuing a similar position where a well-qualified individual with an understanding of accounting processes and procedures is highly sought. Looking to bring further success to a growing organization.

### EXPERIENCE

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- **TATA Consultancy Services**
- **29th August 2016 - Present**

Process associate as Quality Checker and reviewer. Working for a USA based retirement industry through the same employer TCS. Specifically handling payout backend operations. Handling cash withdrawals, Rollovers, Direct Transfers requests, Hardship withdrawals. Working on 401K, 403B, IRA, pension plans, Defined Contribution, defined Benefit plans. Working as a SME for the process. Adequate knowledge with US taxes. Providing training to the new teams, including onshore teams.

- Manage team daily targets, SLA, and query as a part of back up team leader.
- SPOC for other sites related to team escalation and client solution.
- Maintain daily/weekly/monthly quality and production targets.
- Achieve defined SLA internal as well external.
- Respond to client queries over the email on the spot.
- End to end solution for client payment and query.
- Provide feedback to the team on their daily performance and share with leads.
- MS Office applications (Word, Excel, Office, PowerPoint) – Advanced
- Making a checklist for the Process improvements.

### EDUCATION

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- **Nagpur University**  
Bachelor of commerce ( accounting)  
51.60% (2016)
- **Tidke Junior, college, Nagpur**  
Higher Secondary (Commerce)  
52.83% (2013)
- **Tidke Vidyalaya,**  
**Nagpur** High school (All  
Subjects) 60.80% (2011)

## **TECHNICAL SKILLS**

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Intermediate in MS Excel, PowerPoint and Word  
E-COMMERCE

## **ACHIEVEMENTS & AWARDS**

- - Onshore Client Award of Excellence in March 2019
- - Star performer of the month award in March 2018 and December 2019.
- - Participated in 57th National School Games 2011-12 and Bagged 2nd Position.
- -Winner of State Level School Games in 2015
- -Winner of Senior State Level Baseball Championship 2013

## **INTERESTS**

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- Sports (Swimming, Baseball, running, )
- Volunteer work.
- Actively participated in extra curricular activities in school and college.

## **STRENGTH**

Ability to work under stress and difficult situations and can be innovative at the time of need. Always believe in Teamwork and sharing, Self Motivated.

## **PERSONALITY TRAITS**

I am a friendly, outgoing person and fast with good communication skills, Reliable, Trustworthy, Punctual, Hardworking and meticulous. I am very good at understanding the behavioural aspect of people. This helps me to jell along with different kinds of people in any situation.

## **PERSONAL PROFILE**

Date of Birth : 03 May 1995

Marital Status : Unmarried

Nationality : INDIAN

Known Languages : English, Hindi, Marathi

**DECLARATION**

I hereby declare that the information furnished above is true to the best of my knowledge.

Date : .

Place : .