**ANISH SREEKUMAR PILLAI**

**ROOM NO- 103, B WING**

**SATYAK SHIVAM APARTMENT**

**CHINCHPADA ROAD**

**KALYAN EAST**

**Cell No.: - 8805248595, 7499323485**

**E-mail: - anishpillai0@gmail.com**

##### **CAREEE ASPIRATION:**

**To be a part of a dynamic organization that seeks ambitious and career conscious person where acquired skills and knowledge will be utilized towards continuous growth and advancement.**

##### **STRENGTHS:**

**Analytical and detail-oriented aspiring Data Entry work and full oriented possessing an Associate of science degree. Mathematical-minded as demonstrated by advanced Interested in obtaining an entry-level position in the data analytics field.**

**-Time Management**

**-Professionalism**

**-Public Speaking**

**-MS Office**

**-Organizing and Filing**

**-Leadership, Team Management, Resource Planning, Budgeting**

**-Data Entry, Data Analytics, Statistics**

**-Professionalism: Active Listening, Office Etiquette, Professional Communication**

##### **EDUCATION QUALIFICATION:**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Year** | **Examination** | **Institution** | **University/**  **Board** | **Percentage**  **Obtained** |
| 2015 | Bachelor in Computer Science | Model College | Mumbai University | 56% |
| 2012 | HSC | Bharat College | Maharashtra State Board | 50% |
| 2010 | SSC | Carmel Convent High School | Maharashtra State Board | 62.00% |

**Skills and Knowledge:**

**-Understanding Operating Systems like Windows 7,8,10 and MacOS.**

**-Troubleshooting Network and Internet Issues.**

**- Understanding of Settings and Control Panel Options.**

**- Understanding Latest Privacy Settings and Access Control in Devices**

**Setting Up System using Remote Desktop Connections like AnyDesk, TeamViewer, etc.**

**- Understanding the use of technology to troubleshoot and ensure smooth resolutions.**

**-Active listening skills, patience and detail obsession to maintain call logs.**

**-Adequate knowledge of microsoft excel, microsoft word and PowerPoint.**

**WORK EXPERIENCE:**

|  |  |  |  |
| --- | --- | --- | --- |
| **Year** | **Organization** | **Business Unit** | **Detail** |
| 2016 till the date | Wipro Pvt ltd (Airoli) | Non voice process (United health group) | Working as an Senior Associate in UHG department on (A&G) appeal and grievance section. |
| 2015-2016 | Sundaram Business Service | (Email and Chat Process | Worked as a Customer Service Associate (email and chat process) in FTR Desk and also handled complaints and requests. |

**.Worked with Sundaram Business Services as a Associate(Technical Support) in Mutual Fund Department handling Emails and Chats for one year two months.**

**.Worked with WIPRO PRIVATE LIMITED as an Senior Associate for UHG(United Health Care) Department for total three years four months (5th November 2016 to 19th March 2020).**

**BULLET POINTS:**

**.Determining what does the letters request by which we analysing the customers issue whether it is related to payment or greivance.**

**.Documenting the request in the respective application in which it should be documented.**

**.Basic highlighted points which onshore or client will proceed with further discussions.**

**.We have MS Access and by our estimated tools and good hardworkship implements we identify the errors and rectify it with appropriate resolutions.**

**.Also handled the team by playing a role of SME(Subject Matter Expert) guiding the team professionally by taking error review sections, one on one with team members resolving problems, by these implementations we have maintained our team qualities and stacks.**

**PERSONAL ATTRIBUTES:**

**-Team player with an enthusiastic and Positive Attitude**

**-Ability to Multi Task while working under pressure**

**-Quick Learner**

**-Has the ability to manage a team with creative ideas and good team decisions**

**PERSONAL PROFILE:**

**Date of Birth**              **: 8th November, 1993**

**Gender                       :** **Male**

**Marital Status            : Unmarried**

**Nationality                 : Indian**

**Language Known      : English, Hindi, Marathi  
Area of Interest         : Football, Travelling, Table Tennis Player, trekking.**

**I hereby declare that the information stated above is true as per my knowledge.**

**ANISH SREEKUMAR PILLAI**