

Mobile no: +91-9591161813/9618534191

Email id: balu.frnds@gmail.com

BALASUBRAMANYAM K P

OBJECTIVE

To obtain a position that will enable me to use my strong organizational skills, award-winning educational background, and ability to work well with people

EXPERIENCE

CLIENT PROFILE: Capital One Financial Corporation is a diversified bank that offers a broad array of financial products and services to consumers, small businesses and commercial clients.

AUGUST 2016 – SEPTEMBER 2017

PROCESS EXECUTIVE, INFOSYS BPO.LTD

- Handling the customer complaints about Payment Protection Insurance on credit cards.
- Decision making on the complaints by analyzing the customer credentials and arrive at a conclusion of either to refund the premium & sum assured or to reject the complaint.
- Idea generations for Process improvement and automations.

OCTOBER 2017 – PRESENT

SENIOR PROCESS EXECUTIVE, INFOSYS BPM.LTD

- Interpreting the root cause of exceptions in claim processing and prepare daily reports, weekly reports, Monthly reports, Training Progress reports and produce the same as and when required by the management.
 - Auditing the daily transactions of the advisors
 - Communicating and coordinating with the Clients on calibration cases and seeking feedback from them for the Quality maintenance.
 - Provide feedback to the team members on the errors made in the due course of the process and maintain the error logs.
 - Problem investigation and suggesting suitable resolution in the different queues with other vendor teams.
-

-
- *Conducting knowledge share presentations frequently to the team on process specifics*

ACHIEVEMENTS

- *Awarded with Star associate for the best and the consistent performance*
- *Awarded for good Quality with Higher production*
- *Certified in T100 for Finance Project and LEAN Accelerator*

EDUCATION

2017-2019

*MASTER OF COMMERCE. (ACCOUNTING AND TAXATION)
APOORVA INSTITUTE OF MANAGEMENT STUDIES*

2013-2016

*BACHELOR OF COMMERCE
SDC COLLEGE OF ARTS, COMMERCE, SCIENCE AND
MANAGEMENT STUDIES*

2010-2012

*INTERMEDIATE EDUCATION
SRI CHAITANYA JUNIOR COLLEGE*

2000-2010

*BOARD OF SECONDARY EDUCATION
OXFORD ENGLISH MEDIUM SCHOOL*

SKILLS

- *Creative Thinking*
- *Problem solving*
- *Time Management*
- *MS Office*
- *Hard Working*
- *Patience*
- *Customer Service*
- *Presentation*

HOBBIES

- *Playing cricket*
 - *Listening music*
-

LANGUAGES
KNOWN

- English
- Kannada
- Telugu
- Tamil

TOOLS

- Fast Response
- SAS
- TS2
- Athena
- Prophit
- Apollo

PERSONAL
DETAILS

Name: Balasubramanyam K.P

Father name: Prakash K.S

Mother name: Sumithra K

Date of Birth: 02-11-1994

Address: D.NO: 3-130, Vellore Road, Greampet, Chittoor,

ANDHRA PRADESH, 517002.

DECLARATION

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

• *Place : Bangalore*

Signature

• *Date :*

Balasubramanyam K P
