

Komal Kumar
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Senior level assignments in **Operations Management/ Process Management** with a leading organization of repute, preferably in BPO industry

Career Objective

To excel in my field through hard work, research, skills and perseverance. To serve my parents, and my country with the best of my abilities.

PROFILE SUMMARY

- Resourceful in ensuring high quality customer experience, elevating customer satisfaction, while adhering to SLAs & work processes and managing cost- effective operations
- Proficient in managing business operations with focus on top-line & bottom-line performance and skills in determining company's mission & strategic direction as conveyed through policies & corporate objectives

OPERATION COMPETENCIES

- Analyzing business potential, developing new streams for maintaining relationship with customers to achieve desired targets
- Streamlining business operations, invigorating businesses, heightening productivity & enhancing internal controls
- Leading, training & monitoring the performance of team members to ensure efficiency in operations and meeting of individual & group targets

ORGANIZATIONAL EXPERIENCE

Jan'16 - APR'20 FLUXIAN BUSINESS ENGINEERINGS PVT. LTD / iEnergizer IT Services Pvt. Ltd. As a SUBJECT MATTER EXPERT
And my last salary in this organization 15500/- per month.

Responsibility: - Give morning briefing and send huddle and team attendance reports to our respective manager. Pull the all reports from CRM and share with our MIS Team and respective manger by mail (Associates wise and team wise). Check on daily basis login hours or live ready time and give share with team. Ask for target and login hours with concerned associates if they not achieve our individual Targets.

IT SKILLS

- Conversant with MS Office (Word, PowerPoint, Excel) and Internet Applications
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ACADEMIC DETAILS

- BBA from Delhi University, Delhi in 2015
- 12 Passed from CBSE Board, Delhi in 2012
- 10 Passed from CBSE Board, Delhi in 2010

PERSONAL DETAILS

Date of Birth: 4th Mar, 1994
Languages Known: English, Hindi
Address: H.no.13-14 Siyaram Niwas Vill- Nagla Charandas Phase-II Sec-80 Noida

Date.....

Place.....

KOMAL KUMAR
