

Curriculum Vitae

Hemanth U Kumar

Bhadra Bhavan, Inchavila P.O, Perinad
Kollam – 691601, Kerala, India
T – 8138025533, Email – hem441@gmail.com



Objective

To further my experience and knowledge in the field of customer experience management and process based operations across varied platforms.

Skills

- Data Entry
- MS office suite – word, excel, power-point and outlook.
- Process management - BPO
- Team management
- Interpersonal skills – punctual, honest, reliable and able to work in teams or with minimal supervision.
- Customer escalation and complaint handling.
- Training, diary management and able to handle negotiations.

Experience

1. **Unimoni Global Business Services Pvt Ltd, Kochi**
June 2018 – Present; Senior Officer – Global Services

Unimoni is a leading global provider of money transfer, foreign exchange, payment and credit solutions.

I am currently working with the location processing unit wherein we configure the new locations worldwide and add them to the Unimoni network for transactions. In addition to this, our team is in-charge of any pre approvals or modification in pricing in line with the company's policy and handling technical queries in line with the operational perspective.

2. **Khadamat Integrated Solutions Pvt Ltd, Kochi**
Oct 2015 – May 2018; Operations Executive

KISPL is a Kuwait based MNC specializing in medical screening and registration for Indian nationals travelling to Kuwait from India.

Key duties / responsibilities / summary

- Managing a small team of back office operations and addressing to customer complaints.
- Assisting with day to day operations, process flow, and ad-hoc duties.

- Coordinating with medical centres, handling follow ups.
- Document verification and refund management.

3. Sutherland Global Services Pvt Ltd, Kochi

Aug 2014 – Oct 2015; Technical Support Associate

Sutherland Global Services company specializes in providing outsource and back end services; both technical and non-technical to clients worldwide.

Key duties / responsibilities / summary

- Providing tech support to ATT Connec Tech process.
- CRM, raising tickets, handling queries and assisting with daily ad-hoc duties.
- Technical support via – call/voice, video and or team viewer.

4. LIC (Life Insurance Company of India), Kollam

Jan 2010 – Dec 2013; Clerical Assistant

LIC is a state owned government organisation specializing in life insurance policies for individuals, group or company in India.

As Clerical Assistant, I was assigned with all the day to day ad-hoc duties, data entry and checking and verifying all policy related documents as per KYC norms.

Education

- Calicut University, Bachelors in Technology - Information Technology, Kerala ; 2009
- GHSS Anchalumood, Higher Secondary School / GED, Kerala; 2005
- Trinity Lyceum(ICSE), High School, Kerala; 2003

Other – Language, Interests, Awards

Language

- English – full working proficiency
- Malayalam – native
- Tamil, Hindi – intermediate

Interests – travel, music, sports, trying new food cuisines, photography

Awards – Awarded Employee of the Quarter in 2016 and in 2017 for exceeding customer service standards at Khadamat Integrated Solutions Pvt Ltd

Reference available on request