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## DINESH KUMAR PERUMAL

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Date of Birth : 23 - Feb – 1990

Mobile No. : +91-9952980840

Guduvancheri / Chennai

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### SUMMARY

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Having 6+ years of experience in various sectors such as Non-Government Organization and for-profit organization. A motivated & spiritual Professional with good multi-tasking and organizational skills. A resourceful, result- oriented team player with integrity, professionalism and personal preference that earn respect and inspire cooperation. Possess excellent Communication, Interpersonal and Decision- making skills together with a positive approach to problem solving.

Now looking for a position where I can get more exposure than the existing which help me to get self-motivated. I shall contribute my skills and knowledge for the growth of the organization and my personal and professional development as well.

KEY SKILLS	PERSONAL SKILLS
<ul style="list-style-type: none"><li>• Interpersonal skills</li><li>• Communication skills</li><li>• Not a clock - Watcher</li><li>• Problem – solver</li><li>• Maintain confidential data</li></ul>	<ul style="list-style-type: none"><li>• Quick learner</li><li>• Ability to prioritize Tasks</li><li>• Highly motivated</li><li>• Result oriented</li><li>• Hard worker</li></ul>

### THRUST AREAS

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- **Tools** : QTP 11.00, UFT 11.5, Selenium 2, Adobe Photoshop (Basics), SPSS
- **Databases** : SQL Server, MYSQL, Microsoft- Suite,
- **Operating Systems** : UNIX (Linux), Windows 7, Windows 8
- **Programming** : HTML, JAVA, C, C++, ASP.NET,

## EDUCATIONAL QUALIFICATION

S.NO	DEGREE	COLLEGE/ UNIVERSITY	YEAR OF COMPLETION
1.	BE computer science	GKM ENGINEERING COLLEGE, TN	2013
2.	Diploma in IT	SRI BALAJI POLYTECHNIC COLLEGE, TN	2010

## WORK EXPERIENCE

- **Working as Tuberculosis Preventive Treatment Coordinator (TPTC) – JOINT EFFORT FOR ELIMINATION OF TUBERCULOSIS (JEET 2.0) in “WORLD VISION INDIA”**
- Worked as **Social worker** – “COVID 19 - COMMUNITY INTERVENTION PROGRAMME in “PRIMARY HEALTH CENTER – GUDUVANCHERI”
- Monitoring each House in the allotted areas based on the given data.
- Helping the community based on their needs that are all affected during corona crisis.
- Directly engage the corona affected Household members to the nearby public sectors like corporation, public health workers and hospitals.
- Documenting and reporting all the data collected from each household on daily basis to the Greater Chennai Corporation (GCC).
- **Worked as Treatment Coordinator – JOINT EFFORT FOR ELIMINATION OF TUBERCULOSIS (JEET) in “WORLD VISION INDIA”**
- Identify champion TB treating providers in the district
- Directly engage with champion providers through in clinic visits and CME’s to promote quality diagnostic tests adoption and utilization of government Fixed Dose Combinations (FDCs)
- Build capacity of RNTCP’s Public Private Mix (PPM) coordinators, TBHVs, TB supervisor in PPM activities; providing job aids, information materials etc. to RNTCP PPM staff to engage private providers
- Provide linkage to RNTCP provisioned free treatment, diagnostics, adherence mechanism and incentives
- Support recording of TB notifications and treatment outcome in Nikshay
- Identify and facilitate new partners for TB care within the districts (extending to peri-urban areas)
- Develop mechanisms and modalities to ensure empanelment of all private sector facilities (HFID) into Nikshay and regular notification
- Provide feedback to the State PPM expert on the additional support and resources (including commodities) required for the districts
- Participate in the weekly and monthly review meetings of the district and highlight the progress of the allocated districts and general private sector collaborations.

- Worked as volunteer position in “**ROTARY CLUB**”
- Planning, Organizing, conducting Health camps at the rural adopted villages
- Getting permission from the local bodies to conduct camps
- Helping community people towards education, health, and life – skill development.
  
- Worked as a Senior Executive with **M/s Hallen Key InfoTech**, Guduvancheri
- Identifying improvement areas and implementing adequate measure to maximize customer satisfaction level.
- Managing and handling relationship with the major corporate clients and facilitate structured support in all areas and issues.
- Organizing MIS of customer complaint and presenting in monthly quality review.
- Handling client and customer escalations on phones and E-Mails.
- Facilitate cross-functional communication within employees to improve working environment.
- Draft general reports on performance and target of team members as well as ensure that they exceed the targets.
- Establishing work plans.
- Delegating assignments to team members.
- Training the new employees in the Voice and Semi- Voice Process of the product to provide support to customers.
- Overseeing the quality of deliverables.
- Monitoring quality and quantity of lead acquisition process.
- Responsible for lead generation.
- Conducting meeting to set daily, weekly and monthly goals.
- Ensure productivity targets are met daily.
- Monitor calls to ensure positive customer experience and provide direct feedback on observed performance.

### **PROJECTS:**

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- Diploma Project : Citizenship Management System.
- Engineering Project : Personal User monitoring for Cloud Date

### **EXTRA CURRICULAR ACTIVITIES:**

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- Possessed “**NSS Services**” in Balaji Polytechnic College
- Participated with the course titled, **Windows Server 2008 Network Infrastructure Configuring** at “**Everyone Learning Academy**”. • Possessed **First Prize in Running race** during school days.

## PERSONAL INFORMATION:

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- Date of Birth : 23-02-1990
- Gender : Male
- Father's Name : Mr. C.Perumal
- Mother's Name : Mrs. P. Krishnaveni
- Nationality : Indian
- Mother Tongue : Tamil
- Languages known : English & Tamil

## DECLARATION:

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

Place: GUDUVANCHERI

Date: 15/03/2022

**(DINESH KUMAR P)**

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