Hemanth Naik

Executive

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Ambitious, career-focused job seeker, anxious to obtain an entry-level executive position to help launch career while achieving company goals.



Skills

- Relationship building and management
- Accounting systems and software
- Cash Handling
- Quality assurance support
- Quality of service and data routing
- Sales expertise
- Banking
- Loans



Work History

Dec 2019 -Jun 2020

Executive/Quality Analyst

DAZN Media (formerly known as Perform Media), Mangalore, KA

- Developed monthly, end-of-quarter and other statistical reports for leadership team and quality improvement programs.
- Provided regular updates to team leadership on quality metrics by communicating consistency problems or production deficiencies.
- Created and collaborated in implementation and maintenance of customer complaint log, control plans, work and inspection instructions, local procedures and visual aids and samples.
- Performed standard inspection of first article, first pallet and random sampling inspection to customer standards.
- Created and revised procedures, checklists and job aids to reduce error disputes.
- Crafted training materials and ran on-boarding sessions to train incoming team members.

Feb 2019 -Jul 2019

Sales Collection Executive

TVS Credit Services LTD, Mangalore, KA

 Delivered exceptional level of service to each customer by listening to concerns and answering questions.

- Proved successful working within tight deadlines and fast-paced atmosphere.
- Worked flexible hours; night, weekend, and holiday shifts.
- Exceeded goals through effective task prioritization and great work ethic.
- Offered friendly and efficient service to all customers, handled challenging situations with ease.
- Completed paperwork, recognizing discrepancies and promptly addressing for resolution.
- Identified issues, analyzed information and provided solutions to problems.

Apr 2016 -Monitoring Executive/Quality Analyst Sep 2018

Perform Sports Media Pvt. Ltd, Mangalore, KA

- Developed monthly, end-of-quarter and other statistical reports for leadership team and quality improvement programs.
- Provided regular updates to team leadership on quality metrics by communicating consistency problems or production deficiencies.
- Administered internal surveys and tabulated results to increase visibility.
- Crafted training materials and ran on-boarding sessions to train incoming team members.
- Monitored inbound and outbound mails sent by employees to provide constructive feedback.
- Partnered with management to create, develop and implement quality initiatives which resulted in achieving KPI.

Executive/Cashier Jan 2015 -Apr 2016

Shree Poornananda V.S.S.NI, Mangalore, KA

- Supported daily operations and processes to meet sales and service goals.
- Established deposit and loan relationships.
- Greeted customers in bank lobby and assisted with issues.
- Prepared banking reports and reconciliation by preparing checks and setting up new accounts.
- Helped customers with service needs, product explanations and banking.
- Received loan and utility payments, sending funds to correct destinations.
- Conducted regular proof work and followed up on chargebacks and deposit corrections.
- Handled various accounting transactions.
- Maintained friendly and professional customer interactions.

Education

Jun 2011 -**BBA: Business Management** University College Mangalore - Mangalore Jul 2014

Jun 2009 -**Pre-University** St. Sebastian Pre-University College - Mangalore Jul 2011

SSLC Jun 2008 -St. Sebastian Higher Primary School - Mangalore Jul 2009