

# G MOHAMMED KAIS

## SENIOR PROCESS ASSOCIATE

Bengaluru, IND | +91 6363725450 | mohdkais730@gmail.com | linkedin.com/in/g-mohd-kais-8b234b232

### Objective

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Accomplished Senior Process Associate with 1.9 years in CRM, skilled in Excel and process automation to enhance productivity and accuracy. Recognized by top management for improving client satisfaction and quality through automated solutions. Eager to support the company's mission by providing actionable insights and process optimization.

### Technical Skills

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- **Languages:** Python, SQL.
- **Tools:** Power BI, MySQL, PostgreSQL, Excel, Word.
- **Platform:** All Sec HR, Google Colab, Zoho Workdrive, BlueG by Evaluationz, Cetrix.

### Experience

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#### Evaluationz India Pvt Ltd | Senior Process Associate

2023 - Present

- Improved data accuracy by 50% by initiating and consolidating raw data in daily operations.
- Automated repetitive tasks by building Excel template using formulas & macros.
- Exceeded our target of 28,700,000 by achieving 112% of the goal.
- Proficient in preparing annexures, invoices, and managing financial documentation.
- Ensure output meets client requirements and passes quality checks before final delivery.
- Conducted follow-ups to ensure timely payments and effectively managed overdue accounts.
- Prioritize prompt responses to urgent or deadline-driven emails.

### Project

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#### Background Verification Services for Agencies

- Conduct checks including International Database Check, Court & Criminal records, Employment history, Education Check, and Address validation.
- Provide agencies with detailed, easy-to-understand reports delivering via a mail.
- Minimized risk of hiring fraud, enhanced trust and reputation for the agency.
- Consistently generated higher-than-usual revenue by strengthening partnerships with agencies.
- Achieved a notable rise in the number of cases handled due to improved agency satisfaction and trust.

### Key Achievements

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#### Recognition for Performance

- Received Rewards & Recognition for efficiency and productive performances throughout 2023-24 Monthly, Quarterly and H1 & H2. Also received for H1 2024-25 basis.

#### Client Satisfaction Recognition

- Received an Appreciation Note from Client, Chairman, Director & HR for client satisfaction and quality of deliverables.

#### Organizational Activities

- Received a 2nd Prize for Cultural & Game activity and currently selected as a team captain.

## **Education**

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**Mangalore University | B Com**

**2018 - 2021**

Beary's First Grade College Kodi | First Class Grade

## **Skills and Abilities**

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- Project Management, Analytical Thinking and Time Management.
- Ambitious, Motivated and Flexibility in adjusting to circumstances
- Excellent communication, Teamwork skills and Strong work ethic
- Setting personal goals and maintaining drive without needing external encouragement.

## **Training and Certificates**

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- Certification in Microsoft Power BI.
- Certification in SQL.
- Certification in Python.

## **Languages**

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- English, Hindi and Kannada