

Nitesh Kumar

Gandhi Nagar, Bhopal, Madhya Pradesh

kr.nitesh656@gmail.com

+91 70673 93362

A management professional with more than 7 years of experience leading a team in a professional setting. Demonstrates strong collaborative and leadership ability.

Personal Details

Date of Birth: 1998-04-22

Eligible to work in: India

Highest Career Level: 2-5 years experience

Industry: Call Center, Customer Service, IT-Hardware & Networking, Management

Total years of experience: 7

Work Experience

Team Leader - Operations

Technotask Business Solutions-Bhopal, Madhya Pradesh

Full-time

3 months notice period

June 2024 to Present

Joined as a Team leader, Demonstrating the overall experience to improve the daily and monthly targets.

- Monitoring the Campaign wise performance
- Ensuring FTD and MTD target to be delivered
- Ensuring standard Quality of delivery
- Compliance monitoring
- Team coaching & Team guiding
- Performance management
- Employee engagement and bonding
- Attendance management

Team Leader - Operations

Airvincible-Indore, Madhya Pradesh

Full-time

January 2023 to March 2024

Process - Airtel Telemedia

Working as a Team leader with Proven leadership skills, My Role and Responsibility includes

- Handling 50+ members of team mate including MIS, Supports, & Seniors, 6 Sub Lob's in 1 process.
- Guiding and motivating individuals to achieve a common goal.
- Providing clear direction and resources for team members.
- Facilitating communication and collaboration among team members.

- Monitoring progress and taking corrective action as needed.
- Cultivating a culture of accountability and high performance.
- Building positive relationships with stakeholders and other teams to achieve shared objectives.

Team Leader - Operations

Altruist Technologies Pvt. Ltd-Indore, Madhya Pradesh

Full-time

September 2021 to September 2022

Effective and motivated team leader with a proven track record of monitoring progress to ensure goal attainment. Adept in developing and implementing strategic and measurable steps to achieve desired operational outcomes.

★ Role & Responsibility

- Manage the operation and admin - Prepare daily workloads for staff & coordinating the daily allocation of work. and Ensuring all administrative and IT records are entered and updated correctly.
- Lead and motivate the team - To lead a team and create a positive environment & motivate the team to achieve high standards and KPI targets,
- Manage performance - Monitoring & reporting on standards & performance targets, Providing prompt and accurate information on individual performance. Arranging & chairing weekly team meetings, focusing on targets & achievements.
- Solve problems - As a team leader solving problems is a skill along with responsibility, if any problem arises, take action and highlight it with the relevant team immediately
- Care for the health, safety, and welfare of your people - this is the most important part of leadership to take care of our people, and help & support them when required, and make sure their safety

Operation Real-time Analyst

Altruist Technologies Pvt. Ltd-Bhopal, Madhya Pradesh

February 2021 to September 2021

Real-time management of Floor which includes break/schedule adherence and managing service levels (SLA) on a real-time basis

- Handles any escalations that an advisor is unable to handle, solves process-related queries, and handles grievances.
- publishing client/Process specific reports timely
- Responsible for daily service level and abandon

Senior Executive

Altruist Technologies Pvt. Ltd-Bhopal, Madhya Pradesh

Full-time

April 2019 to February 2021

and providing satisfactory customer Support

- Customer Services based on Customer Experience
 - Technical Support & Remote Support
 - Billing Support
- ★ Operation Customer Care Executive (May -2020- Feb-2021)
- Handling Customer Calls and providing resolution
 - Online Resolution support and guide
 - Escalating pending case with relevant team

- Resolving customer Queries on calls
- Aegis Pvt Ltd, Bhopal (An Essar Group of company)
- ★ Operation Customer Care Executive (May -2017- Feb-18)
- Handling Customer Calls and providing resolution
- Online Resolution support and guide
- Escalating pending case with relevant team
- Resolving customer Queries on calls

Education

Bachelor's in Bachelor's of Commerce

Barkatullah University - Bhopal, Madhya Pradesh
May 2019 to June 2021

Course in Networking fundamental

Microsoft virtual Academy - Remote
June 2018 to October 2018

Higher Secondary(12th Pass) in Physical Science

IGSS Inter Collage kuchaikote - Gopalganj, Bihar
June 2013 to June 2015

Secondary(10th Pass) in 10th

high school purkhas - Gopalganj, Bihar
June 2012 to June 2013

Skills / IT Skills

- Fundamental knowledge
- Internet knowledge
- Networking Knowledge
- Familiar with E-commerce,
- CRM Tools,
- Excel,
- Inbound and outbound software
- Computer Operating System Installation
- Computer Fundamentals

Languages

- Hindi - Expert
- English - Fluent
- Local language - Native

Online Profile

<https://m.facebook.com/100005282521916/>

<https://mobile.twitter.com/krnitesh04>

<https://www.instagram.com/knitesh656/>

<https://www.linkedin.com/in/nitesh-kumar-109933104/>

Awards / Achievements

Best performer in Escalation desk - Aug-21

August 2021

Best Team leader, Sep-22

September 2022

Certifications and Licenses

Best Team leader , Sept-22

Present

Learning Excel 2021

Present

Business Process Improvement

Present

Ethical hacking essentials

Present

Fortinet Network Security Expert Level 1: Certified Associate

June 2023 to June 2025