

Curriculum Vitae

Kiran Vinod Singh

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S. M. Rd., Chunabhatti (East),
Mumbai-400022
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Career Objectives:

Aimed to be positioned in a progressive and growth-oriented organization and to work on projects with challenging nature and which requires more excellence & efficiency as well as which provides unlimited scope for learning new skills.

Academic Qualification:

- S.S.C. from Punjab Board with 1st class.
- H.S.C. from U P Board with 2nd class.
- Bachelor's degree in Arts from Mumbai University with 2nd class.

Professional Qualification:

- Six Months Diploma in Computer Basic and Fundamentals.
- MS Office: MS Word, Microsoft Outlook.
- Internet: E-mails, Browsing & Surfing
- FTP
- Library job: French, German, Portuguese Languages.
- Audit for Loan files
- Communication, Interpretation and Personality Development
- English Typing Speed: 35 WPM

Languages Known:

- English, Hindi, Punjabi and Marathi

Profile Title:

Operations & Quality Management

Profile Summary :

19 years working experience in the B.P.O. Industry

Good aptitude to maintain an equilibrium between management and the employees

Utmost dedication and work efficiency

better adaptability to the working environment.

Total Experience : 19 Years.

Largest Team Size Handled : 105

Current Latest Annual Salary : 4.5

Work Experience:

Organization Name : Nucleus Netsoft and GIS India Ltd.

Work Period : Aug 1999 to till date.

Position : Manager

Responsibilities :

- To provide proper Job trainings to team members.
- To coach and help to develop team.
- To encourage team with creativity, risk-taking & constant improvement.
- To Assign Jobs to Team Associates.
- Finishing jobs within given deadline.
- To maintain quality of Jobs by QC methods.
- To keep delivery records of processed jobs.
- To keep job records and error lists of team associates.
- To conduct meetings in case of any job issues or announcements.
- Preparation of Team Associate's appraisals.
- To Co-ordinate with Production Manager.
- Other duties as assigned by production manager.

Employment :

Nucleus It Enabled Services Limited

Industry :

BPO/Call Center

Functional Area :

Nucleus It Enabled Services Limited ISO 9001-2008 Certified

Industry :

BPO/Call Center

Functional Area : Back Office Operations**Achievements:**

- Rewarded Superior Performance Award for Responsibility and Dedication in for years 2003, 2004 and 2005.

Personal Information:

Name : Kiran Vinod Singh
Date of Birth : 8th March 1976
Marital Status : Married
Nationality : Indian
Blood Group : O +ve
Hobbies : Movies, Music, Shopping, Reading, etc.

Date : _____

Place : _____

(Kiran Vinod Singh)