

CURRICULUM VITAE

Y.Ravinder sai kumar

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Professional Summary:

Dynamic & result oriented professional with rich cross-functional experience of over 5 years 5 Months in Customer Service Operations and Service Excellence. Manage End to End Service Delivery and ensure world class service experience to the clients.

Professional Experience:

- Worked as Ar caller for Hgs from Nov 2018 to Nov 2019
- Worked as Revenue Cycle Officer -AR for IKS from Dec 2019 to Feb 2023
- Worked as Quality auditor-Ar for Ascent business solutions from Feb 2023 to present

Roles & Responsibilities:

- Performing the audits and sharing the report on daily basis.
- Conducting the feedback sessions,trainings.
- Identifying the BQM users and providing feedbacks.
- Process wise educating and guiding new hires until they are operational.
- Sending escalation on process deviance to operations.
- Sharing process RCA and fix course of actions.
- Conducting new hire trainings which includes process and navigations.

Educational Achievements:

- Won championships thrice in games
- Got merit certificate in various cultural activities

Other skills and strength:

- Good written
- creative thinking
- Quick learner

Computer and Technical skills:

- Ms office
- Outlook

Educational Background:

- B.COM from Osmania University (2015-2018)
- Intermediate from Board of Intermediate (2013-2015)
- S.S.C from St.Augustine high school (2012)

Personal Profile:

Name	: Y.Ravinder sai kumar
Father's Name	: Y.Narayana
Date of Birth	: 28\10\1997
Languages Known	: English, Telugu, and Hindi
Nationality	: Indian

Declaration:

I hereby declare that the above information mentioned by me is correct to the best of my knowledge.

Place: Hyderabad

(Ravinder)

