

KUMAR NIKHIL

WORK EXPERIENCE

Customer Service Associate

Teleperformance | India

08/2022 - 11/2022

Process- Outbound Voice Process [Flipkart]

Roles and Responsibilities- Provide customer service, resolve complaints, answer questions, and provide information about products and services.

Analyst-HCM

Wipro | Gurgaon India

02/2023

Workday HCM implementation, ongoing production support and maintain custom reports for multiple clients.

Support for core HCM functional areas such as Compensation, Benefits, Talent, Recruitment, Absence etc.

Day to day support of Workday HCM, Security, EIB, Supervisory Organizations, Roles Assignments and Business Processes etc.

Maintenance of Workday Security - creating Security Groups, adding and removing Users from Security Groups.

Proven success in leading Workday HRIS work from conception to completion while meeting SLA's.

Configure core HCM module, including basic setup, Personal Data, Job Data, Position Management, with additional focus on Profile Management.

Skills- Workday Reporting, Workday Integration, Jira, Service-Level Agreements (SLA), Root Cause Analysis, Workday Human Capital Management, Escalations Management, Critical Thinking, Business Process etc.

ACCOMPLISHMENTS

- Father Name: Mr. Bijay Kumar Singh
- Date of Birth : 06/06/1998
- Language: English and Hindi
- Marital Status : Single
- Nationality : Indian

CONTACT

Sector - 47 Gurgaon Haryana

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OBJECTIVE

- I want a highly rewarding career where I can use my skills and knowledge for organizational and personal growth.

EDUCATION

10th

Chinmaya Vidyalaya | Bokaro Steel City, Jharkhand India

2014

- CGPA - 6.6

12th

Indira Gandhi Higher Secondary And Open Education

2016

- Marks - 60%

Bachelor of Commerce

Binod Bihari Mahto Koyalanchal University | Dhanbad, Jharkhand India

2022

- CGPA - 7.03

SKILLS

- Communication.
- Leadership.
- Creativity.
- Problem solving.
- Time management.

INTERESTS

- Basketball
- Playing online games
- Reading book
- Photo shop