

Curriculum vitae

B. Nishanth Kumar

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Summary: A dynamic professional with 7+ years of rich experience in contact center and business analyst and Self-motivated confident, innovative, energetic and logical person with broad outlook in life. Excellent relation with people I worked with or the people I worked for. I believe in continuous improvement and augmentation of my skills and knowledge.

PROFESSIONAL EXPERIENCE:



- Worked for Amazon as Quality Assurance Analyst for CMT Since 13 Jun' 22 to 1st Sep' 23

As Quality Specialist, Key Result Areas:

- ◆ Performing periodic review of the customer feedback, and product returns along with pricing information and analyzing trends to streamline quality efforts, with respect to company objectives & changing customer needs
- ◆ Analyzing client' s feedback and implementing necessary changes to improvise the process
- ◆ Interacting and exchanging knowledge within the Operations Team and team with members across the organization to perform external audits to identify bottleneck areas and optimize process using statistical approach for continuous improvement and quality control
- ◆ SME in specific business quality processes and methodologies
- ◆ Spearheading tasks that require change management skills to upgrade process level to meet customer requirement
- ◆ Monitoring product performance and acquiring customers' feedback in order to ensure the accuracy of the Pricing Analytics Team
- ◆ Prioritizing business requests based on system impact driven by SLAs and handle tasks including data collection, preparation of reports and coordinating with multiple stakeholders
- ◆ Analyzing competitors to help business make decisions through methods of secondary market research



- Worked for Google AdWords Since 24th June 2019 to 24 May' 22

- ◆ Working for NBS Process (New Business Sales)

- ◆ Verifying the Business serviceable details for the given country by doing research and updating the same in SALES FORCE.com
- ◆ Searching for the social Media Related URI' s of the Business and updating the same in SALES FORCE.com
- ◆ Updating all the information of Business in GOOGLE QUALIFIER and qualify the same.
- ◆ Searching the Business details in LCS DASHBOARD and in Gcas List
- ◆ Searching for CID' s of the Business in GOOGLE QUALIFIER
- ◆ Mentioning all the Snippets of the Research in the Notes
- ◆ Decision making whether the Lead is Eligible or Ineligible
- ◆ Worked as an Extractor for **Sitelinks Process**
- ◆ Extracting Commercial values for the business owners from their sites
- ◆ Truncating and Paraphrasing the values from Websites
- ◆ Maintaining Quality and Productivity as per the process guidelines
- ◆ Worked as an Extractor for **Google Adwords**
- ◆ Extracting small messages & Large messages from Websites
- ◆ Truncating and Paraphrasing the values from Websites
- ◆ Maintaining Quality and Productivity as per the process guidelines



► **Worked as MIS Analyst from Jul 2015 to Sep'2016**

- ◆ Scheduling the agents based on language wise call volume
- ◆ Maintaining the (RTQM) Real time queue Management
- ◆ Publishing the Hourly stats to the clients and internal team
- ◆ Tracking the agent's real time adherence in Blue Pumpkin
- ◆ Tracking the agent's Aux code deviations on daily and monthly basis
- ◆ Preparing the Absenteeism, Shrinkage and Late login reports on daily basis
- ◆ Publishing the call volume projection's based on the previous trend
- ◆ Maintaining process Headcount and Seat count
- ◆ Publishing the Dashboard reports
- ◆ Publishing the daily Health report (DHR)
- ◆ Preparing the (PMI) Performance Measurement index
- ◆ Outbound Dialer Management & (Manual Calling)
- ◆ Publishing ADHOC report's based on client's and internal Manager's requirement
- ◆ Publishing the Sales report
- ◆ Billing Reports
- ◆ Good hands on Blue Pumpkin Scheduling and Forecasting software
- ◆ Good hands on (CMS supervisor) Customer Management system
- ◆ Releasing the agent's through the (LWOP) leave without pay, whenever There's availability
- ◆ Preparing the AHT report.

- ◆ Publishing the Outbound EOD report to the top management and Clients
- ◆ Complete Management Information System Reports (MIS)

Educational Qualification:

- ▶ B.Com from All India Institute of Trade & Commerce
- ▶ Intermediate from Indian Institute of Secondary Education
- ▶ Secondary School Certificate (SSC) from New Don Bosco High School

Technical Qualification:

- ▶ MS EXCEL -2007/2003/2010
- ▶ Blue Pumpkin for scheduling & forecasting
- ▶ CMS Avaya for generating Reports, RTQM, SLAs etc.
- ▶ Avaya CMS (R12) & (R16)
- ▶ Sales Force.com (Beginner)
- ▶ Power Point

Courses & Certifications:

- ▶ Google Analytics Individual Qualification (Google Cloud Academy)
- ▶ IT/NON-IT Recruiter Training to become a Recruiter Jr (Udemy)
- ▶ Social Media Recruitment for Human Resource Professionals (Udemy)
- ▶ Human Resources Work Place Investigations for Employee Issues (Udemy)
- ▶ Diversity, Equity, and Inclusion: A Beginners Guide (Udemy)
- ▶ Onboarding New Employees: Increase retention and performance (Udemy)
- ▶ Learn HR Fundamentals for a Career in Human Resources (Udemy)

Hobbies:

- ▶ Listening to music
- ▶ Watching History channel.

► Watching Cricket

Profile information:

Father' s Name: Baddam Sushel Kumar

Date of birth: 19-10-1982

Sex: Male

Nationality: Indian

Marital Status: Single

Declaration:

I hereby declare that the above written particulars are true to the best of my knowledge and brief.

Date:

Place: Hyderabad

(Baddam Nishanth Kumar)