

## **Suresh Kumar**

B-301 Pent House Canopy Citadel Hormavu Agra Babusapalya,  
Bangalore, Karnataka, 560043

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### **Objective**

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- ✓ Utilizing my knowledge, ideas and experience for performing and producing result in order to achieve prime goals of the organization.
  - ✓ To explore opportunity and contribute in overall growth of the organization.
  - ✓ To work in a challenging and dynamic environment and do value addition in my skills and knowledge for mutual growth.

### **Education Details**

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- B. Com, Bilaspur University (C.G.) 2014
  - 12th, Beacon English Medium School Korba, (C.G.) 2009
  - 10th, Beacon English Medium School Korba, (C.G.) 2007

### **Work Experience**

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- Capital Float (ZEN LEFIN Pvt. Ltd.) Apr 2016 - Till date  
Designation - **Reporting Analyst and WFM**

### **Job Role**

- ✓ Receiving and downloading data from different sources and formatting data using EXCEL.
- ✓ Handling Dialer Tools like Ameyo
- ✓ Lead List Managements and Real time monitoring
- ✓ Management Dashboards and Agent Productivity Report
- ✓ Improvising the reporting requirement from management by understanding their thought process and getting the task done within the timeline provided by them
- ✓ Analyzing reports and providing inputs to the management in terms of process adherence and Revenue of that particular LOB
- ✓ Providing support to the team, starting from problem identification and diagnosis to operation team
- ✓ Management reports, Sales Reports – Calculating revenue generated from the team.\
- ✓ Used workforce tracking tools to maintain information on employee activity and status, including scheduled assignments and absences, meetings and other schedule exceptions.
- ✓ Made improvements on daily and Monthly reports so that they are produced efficiently.
- ✓ Oversee and manage a staff of workforce real-time analysts.
- ✓ Handling floor as well.

## **Award**

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Growth Hacker of the BST(MIS) team for May'19 for exceptional work done during the month.

## **Skills**

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Data Management, Excel, MS Office and Data Entry  
Strong technical aptitude; an ability to learn new software quickly.  
Ability to work independently to meet objectives

## **Strength**

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- I do whatever it takes to get the job accomplished in time.  
I am a person who can make the colleagues well organized and interested to complete the job  
In time

## **Hobbies**

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Listening Music,  
Net Surfing & chatting,  
Reading Books

## **Declaration**

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I hereby declare that the above-mentioned information is correct up to my knowledge and I bear the responsibility for the correctness of the above-mentioned particulars.

Place: Bangalore  
Date:

**Suresh Kumar**