Shilesh Kumar

Business Analyst (Freelancer)

PERSONAL SUMMARY

A highly motivated and ambitious individual able to give timely and accurate advice, guidance, support and training to team members and individuals. Possessing excellent management skills and having the ability to work with the minimum of supervision. Having a proven ability to lead by example, consistently hit targets, improves best practices and organizes time efficiently.

PRESENT WORKING

**ALLURE INFO SERVICES Pvt. Ltd**. - Ghaziabad (U.P.)

**Freelancer Business Analyst** **Jan-2016 to till Date**

**Working Current Project:**

* **Digitization Project:-** Data Entry , Data Conversion , Data Processing, Data Listing, Web Research & e-Commerce Solutions
* **Digital Marketing:**- SEO Marketing, E-mail marketing & SMS marketing
* Created monthly reports for records, closed terminated records and completed chart audits.
* Organized billing and invoice data and prepared accounts receivable and expected revenue reports for controllers. Verified and logged in deadlines for responding to daily inquiries.
* Successfully established effective systems for record retention by creating database for daily correspondence tracking.
* Documented process flows and developed requirements for functional improvements and enhancements. Functional requirement specification (FRS)/ Functional Specification Document (FSD). System requirement specification (SRS)/ System Requirement Document (SRD)​​
* Manipulated data using pivot tables, pivot charts and macros.
* Addressed website inquiries per day, converting into renewal customers.

**MetLife Global Operations Support Center-Noida**

**Sr. Associate Operation** **Feb 2010 – Jan 2016 (5.11 Years)**

**Process Overview**

As a part of the Auto & Home Services Indexing & Payment Processing team, we index all auto & home Services related documents to the appropriate department and handling agent situated in the United States.

**Primary Responsibility***:*

* This job entails responsibility of leading and managing Queue & Team, Quality Analysis, and Project Analysis and reports
* Assisting my manager in terms of managing a team of 20 Associates approx.
* Motivating the team to achieve high standards and all key & Critical metrics
* Mentoring and training up junior and new staff
* Praise team members and creates a positive working environment.
* Ensuring all administrative and IT/Transport records are entered and updated correctly.
* Arranging & chairing weekly team meetings, focusing on targets & achievements.
* Taking care of Various types of operations reports(**MPR, SLA, WCR, AES, Quality, Training, Process Daily & Individual report and Associate performance report**) also pull the data from PA.



AREAS OF EXPERTISE

* *Team Management*
* *Project Management*
* *Operation Management*
* *Supervisory skills*
* *Ability to motivate people*
* *Equal Opportunities*
* *Risk assessment*
* *People Management*
* *Marketing Management*
* *IT Solutions*

PROFESSIONAL

* *P&C 101 Certified*
* *TTT (Train the Trainer) Certified*
* *Process Mapping Certified*
* *Migration Methodology*
* *7 QC (Quality Check) Tools*

PERSONAL DETAILS

*Shilesh Kumar*

***Present Address:***

*36 Block –C Street No.1*

*Sandeep Enclave*

*Ghaziabad-201009*

***M:*** *09958105150*

***E:***[*shilesh5150@gmail.com*](mailto:shilesh5150@gmail.com)

***DOB:*** *10/01/1986*

***Nationality:*** *Indian*

***Passport:*** *Yes*

***Marital Status:*** *Single*

***Language Known:*** *English & Hindi*

**Achievements & Award**

I got Achievement award of “**KNOWLEDGE QUEST**” (Learning leads the way) Star Performer 1 across the MetLife GOSC.

Got Accolades (**Reward & Recognition Award**) for best performance and for process improvement ideas.

Got Accolades (**Reward & Recognition Award**) for successfully process migration in Jaipur MCC2

**Accomplishments / Successful Projects in Role**

* 100% associates went live on floor for all batches handled.
* Successfully cleared the stepping stones training plan designed by retail ops.
* I did solve the process challenge of keeping referrals under control through my lean idea; same has got register as a Value Story for the organization.

WORK EXPERIENCE

* 11 Month Working as **Executive (Backend process)** in Planman Consulting India (P) Ltd. New Delhi, **Client: Idea Cellular Ltd. Noida** (U.P.), Duration (1st Jan 2009 to 30th Nov 2009)

**Responsibility*:***

**Team Lead**, MIS Report, CAF & Document Audits, Resolve Customer Query

* 8 Month working as **Customer Relationship Executive** in Him Shivalik Enterprises. New Delhi, **Client: Bharti Airtel Ltd. Noida** (U.P.), Duration (20th April 2008 to 31st Dec 2008)

**Responsibility*:***

(Resolve Customer Query, MIS Report, Quality Analysis)

**Technical Support**: Blackberry Mobile, I phone, Data card

EDUCATION AND QUALIFICATIONS

* Master of Business Administration **(M.B.A.)** from SikkimManipal University in 2013
* Bachelor of Business Administration **(B.B.A)** **Concentrations – Information Technology & Marketing.** Dr. Bhim Rao Ambedkar University Agra in 2007
* 12th From U.P. Board in 2014
* 10th From U.P. Board in 2001

DECLERATION

I confirm that the information provided by me is true to the best of my knowledge and belief.

**Date:**

**Place: Shilesh Kumar**

PERSONAL SKILLS

*High performance*

*Delegating*

*Decision making*

*Organizing*

*Fast learner*

COMPUTER PROFICIENCY

***Operating System****- Worked on O/S Windows 98, 2000, XP, 2003, 2007*

***Fundamental****s- MS-DOS, MS-Office-2000, 2003, 2007, 2010*

***Application****- Internet & E-mails, MS-Outlook, Lotus Notes*