



# NIHALA K S

Business Executive

## My Contact

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## AREAS OF INTEREST

- Administration
- Hospitality
- Public work
- Volunteering
- Procurement

## Soft Skill

- Effective Communication
- Proactive Engagement
- Adaptive Flexibility
- Strategic Time Management

## Education Background

- MG University, Maharajas College  
Ernakulam  
*BA Degree (History)*  
67%  
Completed in 2019
- St.Terasas Higher Secondary EKM  
*Plus Two (HUMANITIES)*  
84%  
Completed in 2016
- ST.Terasas CGHSS EKM  
SSLC  
82%  
Completed in 2014

## About Me

To embark on a fulfilling career journey with a renowned organization, leveraging my acquired knowledge and skills to contribute to its success. Eager to channel my potential towards advancing the prosperity of the company.

## Professional Experience

### EXL

*July 2023 – Present*

Key responsibilities:

- Care management associate (US process )
- Timely and accurate data entry and verification, ensuring precision in tasks.
- Efficiently handling customer inquiries through calls, emails, or chats, providing prompt and satisfactory responses.

### Metrotex

*2020 – June 2023*

Key responsibilities:

- Customer Relations Officer and Assistant Manager within the Procurement Department.
- Responsible for fostering positive customer relationships and contributing to the efficient management of procurement processes.
- Experienced in SAP with expertise in billing, production management, and warehouse operations, successfully optimizing processes and achieving notable improvements in accuracy and efficiency.

## Computer Skills

- MS Excel, MS Office, MS PPT
- SAP-Purchase Order, Production, Billing, Inventory

## Achievements

IELTS

ASAP