**Nanda Kumar**

**E-Mail :** [**kumar.nandakumar@gmail.com**](mailto:kumar.nandakumar@gmail.com)

**Phone Number : +91 9945098923, 9743041725**

**Professional Profile**

* Seeking position as an operations in which my abilities can be utilized to the fullest. Overall good knowledge in HR related services and good working experience as a Quality and compliance analyst profound knowledge of immigration laws and policies.
* A competent professional with **7 years 4 months** of accomplished career track of delivering sustained results. I have worked for leading IT, ITES/BPO organizations like IBM, Infosys, Mphasis and G7 Infotech have been **responsible for Quality control for Global Immigration Business visa and H, L and Green Card applications, solving employee’s queries over the phone or through email. Also currently working with IBM as a quality and compliance for global immigration (Business and work permit visa).**
* A quick learner with good analytic and reasoning skills. Dedicated team player whose hard work and confidence helps in achieving consistency in performance.
* An effective communicator with good relationship management skills and ability to relate to people at any level of business and management.

**Career Highlights**

**Since Oct’14 with IBM India Private Limited**

**As a Quality and Compliance Testing for Global Immigrations Business Visa and Work Permits**

***Work Experience:-***

* Auditing business visas and Work Permits on monthly basis for India outbound and China Outbound.
* Finding immigration risks and discuss with Managers or Leads for preventive action.
* Communicate with each consulate if there are any changes in immigration law to visit foreign countries.
* Media Library daily updates based on consulate requirement and internal guidelines for all countries.
* Control point for all countries Business visa documents prepared by operations team
* Process simplification for smooth transactions
* Suggestion/Control point to mitigate immigration risks.
* Identifying/Anticipating and/or managing all issues otherwise likely to cause an adverse effect.
* Ensure timely notification and reporting to the Management.
* To support and advise managers/Operations in all issues relating to compliance.
* Work with managers in reviewing and updating policies and procedures ensuring regulatory compliance and quality are fully embedded
* Ensure the accuracy and consistency of all Information relating to immigrations and as also described on the media library which is updated as per consulate/Embassy guidelines.
* Supporting as appropriate, the collation and maintenance of evidence needed to effectively underpin a successful application for recognized status.
* Maintaining up to date evidence sources which demonstrate performance to the operations and any other standards/criteria that may apply from time to time
* Ensure timely reports to the management on relevant issues and especially those which need to be communicated to the operations.
* Working with the case managers/managers, communicate, liaise and enhance relationships with stakeholders.
* Engage and brief investigation teams when required and ensure accurate, meaningful reports prepared within previously agreed timescales
* Team Room Management – Access validations, QEV and documents/artifacts retaining etc..
* Governance Frame work – Reconciliation for authorized signatory, Amex V/s Visa, Amex V/s Travel and BEP
* Preparing dashboard to report management against findings.

**Apr’11 to Sep’14 with Infosys**

**As Senior Process Executive –HR Functions (Global Immigrations, Leave and Attendance, Compensation and Benefits)**

Infosys BPO Limitedis the BPO (Business Process Outsourcing)subsidiary of Infosys Technologies Ltd, a $4.8 billion group, is end-to-end outsourcing services provider.Currently working with the US Immigration process as senior process executive.

***Work Experience:-***

* Process work visas – collecting complete documents for processing work permits. Drafting error free L-1, H-1petitions and work permits.
* Excellent knowledge on H1B Fresh, H1 Extension (Renewal), H1B Transfer (Porting), H1B Amendment, L1A, L1B and Green card.
* Respond with complete solution to queries on visas within SLA.
* Real time update of visa trackers with each step and weekly update on work permit status to applicants.
* Work with various Consulates and Embassies for attestations and legalization of documents for visa processing.
* Work with Travel/Visa agents to ensure timely submission and collection of applications and passport.
* Collect complete documents for visa processing, prepare visa request letters, and address proof letters required for Consulate and Embassies.
* Ensure all visa applications are processed as per the Immigration guidelines issued by specific countries and as per the Infosys Policies.
* Correspondence – Able to draft mails using proper business communication language, nonaggressive and customer friendly communication.
* Identify and act upon opportunities to increase quality of own work.
* Recommend new approaches, methods, alternatives or solutions to increase productivity and/or cut cost
* Organize and present own perspective in a logical manner, listen actively and respond to others
* Solve basic problems utilizing established procedures and guidelines.
* Prepare public access file who goes on H1B visa.
* Coordinate with nonimmigrant employees to provide status for same and manage all work permits and prepare all visa documents and maintain record for all allowances.
* Remarkable experience with visa and immigration issues.
* Handling Client Meetings.
* Handling Client Reports.
* Handling employee queries regarding Salary, Allowances, SAP updation, Leaves, other Benefits and Policies.
* Handling employee queries regarding confirmation, uploading, approving and completeness of their dockets.
* Handling queries with respect to Performance Appraisals, Job Bands, Career Growth and Higher Education Programs.
* Handling employee relations activities like Hospital Insurance and Reimbursement.
* Handling employee queries on employee referrals, campus recruitment and current openings.
* Handling employee queries about Registrations, approvals and mandatory trainings for an employee.
* Generation of Overseas salary fitment as well as Address and Employment Proof Letters.
* Acting as a backup for end to end leave and attendance of the Organization which includes activities such as:
* Sending Full and Final Settlement Inputs.
* Advise of salary release of the employees whose salary was on hold.
* Advising shift allowance for all BPO employees.
* Updation of attendance from backend.
* Updation of ID card status of the new joiners.
* Working on mails from BHRS and Managers related to attendance issues of the employees.

**Jun’08 – Jul’09 with Mphasis Pvt. Limited, Bangalore as Customer Support Officer.**

MphasiS Corporation and the Indian IT services company BFL Software Limited. Consistently MphasiS delivers global Infrastructure Technology Outsourcing, Applications Services Outsourcing and Business Process Outsourcing services through a combination of technology know-how, domain and process expertise.

Mphasis, a leader in providing end-to-end BPO services, provides high quality, value-added voice and transaction-based services to Fortune 500 companies worldwide.

***Work Experience:-***

* Supported clients in every part of banking transactions
* Highly experienced in assisting customers in managing their bank accounts and providing them with information on other financial services.
* In depth knowledge of resolving customer issues and finding the best possible service package for them
* Devoted to achieve customer satisfaction in addition to meet and exceed expectations
* Outstanding communication and problem-solving skills
* Exceptional customer Service abilities.
* Internet banking, Mobile banking, Telephonic banking and ATM card related all queries handled.

**Aug’10 – Feb’11 with G7 Infotech Pvt. Limited, Bangalore as Customer Service executive.**

***Work Experience:-***

* Developed and maintained valuable relationships with prospective and current clients, business owners, and insurance representatives to help grow a commercial insurance lines practice.
* Completed voluntary customer service training to learn ways to enhance customer satisfaction and improve productivity.
* Officially commended for initiative, enthusiasm, tenacity, persuasiveness, intense customer focus and dependability in performance evaluations.

**Academia**

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| --- | --- | --- |
| Year of Completion | College/School/University | Degree |
| 2005 | Gurukul | Diploma in Computer Applications |
| 2004 | Manjunath Pai MemorialFirst Grade Professional and Business Management Karkala affiliated to Mangalore University. | B.B.M (Bachelor of Business Management) |
| 2001 | P.U. College, Karkala | Commerce (12th) |
| 1999 | High school, Kabettu,Karkala | SSLC (10th) |

***Significant Accomplishments***

**Infosys BPO Ltd.**

* Rated as a Met Expectation employee consecutively during last 2 appraisal cycles.
* Awarded High Performer Incentive twice by the HR head for year 2011-2014.

Training:

* I have completed T-100 training in 2012.

***Personal Information:***

Father Name : Late Jana Naik

Mother Name : Sannamma

Date of Birth : 10th May, 1983

Gender : Male

Marital Status : Married

PAN Card No : AYSPN2279E

Passport No : M8458648 (Expiry:22nd April, 2025)

Permanent Address : Someswara Post, Nadpal (V), Karkala TQ, Udupi Dist. PIN-576112

Current Address : No. 182, 1/1, Gayathri Nilaya, Gangamma Layout, 3rd Cross,

RT Nagar Post, Hebbal - 560032