**Kousik Naga**

B-775, GD Colony, Mayur Vihar Phase III, Delhi-110096

Dear

Human Resources Division

Please allow me to highlight my qualifications & experience in short.

* Experienced as team leader with a strong background in all aspects of operations and merchant/ customer on-boarding processes and business development of the organization.
* Customer service, records management, and query handling, resolving customer complaints, **month end closing**, **strong negotiation skills, presentation skills.**
* Mentoring and Managing a team of 15 people and responsible for their performance management and learning & development
* Develop and prepare TAT and pendency reports and performance analysis of merchants/ customers.
* Identifying process gaps in clients on-boarding process and suggesting lean ideas for cost optimization strategies and developing control checks to ensure effectiveness.
* Excellent work ethic and team spirit, always strive to meet or exceed expectations
* Analytical thinker skilled at developing innovative solutions to complex problems.
* Quick learner bringing an entrepreneurial flair and excellent organizational & teamwork skills
* Self-motivated, inquisitive and action oriented contributor using well-honed consulting skills

In summary, I bring a sense of commitment to my work, and I am confident that my skills and experience would contribute to your organization goals and objectives.

I would appreciate an opportunity to work with your organization. If you have any questions with respect to the enclosed resume, please do not hesitate to contact me at the above number or via email. Thank you for your time and courtesy in reviewing my resume. Kindly note that I am open for jobs in all locations of Canada. I look forward to hearing from you at your earliest convenience.

* Total Experience: 54 months approx
* Current Company: One97 Communication Ltd (Paytm)
* Current Designation: Associate
* Reporting to: Manager
* Current Team Size :- 15
* Area covering : PAN India
* Date of Birth : 20/12/1986
* Annual CTC ₹3.31 lacs
* Net take home per month ₹24k
* Exp Salary : ₹6.5 lacs (Negotiable)
* Current Location: Noida
* Pref. Location: Noida/Delhi NCR
* Notice : 2 months (Negotiable)

Sincerely,

Kousik Naga

9233419138/7291972464

Mail - kskng4@gmail.com

**KOUSIK NAGA**

E-Mail: [kskng4@gmail.com](mailto:kskng4@gmail.com) Mobile: +91 9233419138/7291972464

**Objective:** I am looking forward to associate myself with an environment, which provides me with a progressive and challenging career, which helps me to creatively enhance and apply my talents for mutual benefit of the organization.

**PROFESSIONAL SYNOPSIS**

* **More than 4 years of rich and valuable experience in Business Banking/Retail Banking/Banking Operation & MIS reporting.**
  + Process designing, quality metrics designing, Stakeholder management, cross-functional team management for a smooth Merchant on-boarding process.
  + Process and work flow designing for Paytm’s merchant on-boarding golden gate app/Salesforce CRM tool and contributed for data sanitization for smooth and accurate functioning of ‘nearby’ feature in the app.
  + Smooth uploading of sanitized data in the data warehousing server and clearing dormant accounts from system and moving same to trash.
  + Designing business proposals and presenting the same, negotiation skills, target oriented.
  + Proficient with MS-Word, Excel, Power Point.
  + Team handling, Training & Development, managing customer-centric operations
  + Analytical, adaptable, quick learner and a strategic thinker combining creativity with business expertise.

**ORGANISATIONAL EXPERIENCE**

## **Company One97 Communications Limited - Paytm**

## **Roll Team Leader – Business Operations**

## **Duration Since December’2015-Till date**

**KRA’s :**

* Designing the merchant on-boarding process and process mapping for bringing in process automation.
* Quality metrics designing (guidelines) and sharing current analysis with Management along with suggestions/ steps to clear pendency.
* Creating and managing milestones, performing end to end on-boarding and off-boarding process through CRM tools.
* Mentoring and Managing a team of 20 people and responsible for their performance management and defining their KRAs, KPIs along with arranging for Knowledge sharing sessions.
* Stakeholder management, cross-functional team management and ensuring that all expectations are met.
* Verifying and validating the merchant on-boarding records to ensure the accuracy of their details entered in data warehouse.
* Preparing weekly/ monthly reports for Team’s productivity and client performance.
* Assisting client teams with Company’s payout policy and successful on-boarding processes.
* Monitoring the overall projects, identifying improvement areas and implementing adequate measures to maximize customer satisfaction level.
* Informing the team on new projects and ensuring successful implementation of the same.
* Co-ordinating with internal stakeholders for process, reports or any operational change.
* Communicating all process changes across teams and ensuring standardization.
* Strategy planning for a new and existing process to deliver quick and accurate resolution to the clients.

**Company** **HDFC Bank**

## **Roll Processor – Business MIS & Operations**

## **Duration August 2013 – November’15**

**KRA’s :**

* Daily, weekly & monthly basis sales report preparation from several applications like CRM, LMS etc.
* Responsible for making MIS reports for circle, month, week & day wise volume trend and forecasting the revenue information Report.
* Co-ordinations with the back office operation personnel to ensure that data uploaded are done correctly.
* Doing HR related formalities like keeping a track of the attendance of the employees, filing the leave forms and keeping a track of the leaves taken etc.
* Proper maintenance and operations of particular client in terms of House Keeping, Food & Beverage, Stationery, Dispatch, Pantry & Vendors.
* Ensure availabilities of tool, tackles & equipments required to smoothly running for operation.
* Arranging transportation & accommodation for employees.

## **Company MUTHOOT FINANCE LTD.**

## **Roll Account Assistant - Business MIS Operation**

## **Duration January 2012 – February 2013**

**KRA’s :**

* + Gold checking and valuation for loan.
  + KYC registration.
  + Cash handling.
  + Look after of the admin side of the branch.(CCTV checking, Attendance system checking, Computer checking etc)
  + Maintain all the register books as soft & hard copy both. (Cash, Attendance, Sales, Stock etc register).
  + Thorough follow-ups for new loan & for interest collection.
  + Daily sales MIS preparing and Sending to the concern department.
  + Recruiting the sales person for branch level.

**IT SKILLS**

## Operating Systems Windows XP, Windows SP 2, SP 3, DOS, Windows 7, Windows 8.1

## Package MS-Office 2000/2003/2007/2010.

**EDUCATIONAL QUALIFICATION**

* Master of Arts (Political Science) from University of Burdwan, in 2009.
* Bachelor of Arts (Political Science) from Netaji Mahavidyalaya, in 2007.
* 12th from WBCHSE in 2004.
* 10th from WBBSE in 2002.

**CAREER ACHIEVEMENTS**

* ‘Revolution 2016-17’ award in 2017 for going out of the way to help set-up merchant on-boarding team and bringing in automation and process improvement in Paytm.

**PERSONAL VITAE**

## Date of Birth 20th Dec, 1986.

## Correspondence Address B-775, GD Colony, B Block, Mayur Vihar Phase –III

New Delhi – 110096

Permanent Address Muthadanga, Mayapur, Arambagh

Hooghly, West Bengal - 712413

Date : \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Place : (KOUSIK NAGA)