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| **HARISH KOLATHAPALLY NANDAKUMAR**  **BUSINESS PROCESS EXECUTIVE / CLAIMS ANALYST / ADMIN EXECUTIVE**   |  | | --- | | **Accomplished and dependable, well-organized Executive bringing a wealth of 10 years of experience in identifying new business opportunities, writing up weekly progress reports, maintaining relationships with external stakeholders as well as staff, and answering all queries politely and on time. Provides support and help the organization grow and address any weak areas. Detail-oriented and demonstrate excellent active listening skills.**  **Currently seeking a position as Business Support Executive / Claims Analyst / Admin Executive preferably in IT Consulting / Insurance / logistics / Construction / Real Estate / Hospitality / Healthcare / Education / Travel & Tourism or Retail sectors in UAE.** |   **experience**   |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | |  |  | **V CONNECT | CHENNAI | INDIA**  Industry – Internet Service Provider (ISP)  **BUSINESS SUPPORT EXECUTIVE** | | | | |  | March 2015 – January 2019 | | | | |  |  |  |  | * Develop and nurture the existing client base to retain existing business levels and create new opportunities. * Provide a solution orientated point of contact for customers. * General sales administration including CRM Maintenance, Validation Management, Order Processing Tools and Expediting. * Analysed key performance indicators and business reports to present to clients. * Resolve day to day commercial issues raised by the client support team, engagement managers / partners and other stakeholders * Monitor performance of admin staff in Customer support team. * Responding to incoming queries and providing quotations accordingly. * Resolve complaints and providing appropriate solutions and alternatives in a timely fashion. |  | |  |  | **cognizant technology solutions ltd | chennai | INDIA**  Industry – Information Technology  **senior process executive** | | | | |  | February 2010 – November 2013 | | | | |  |  |  |  | * Processing claims according to the terms and Medical Policies of the Insurance Company. * Efficiently Process a predefined number of transactions as assigned with the highest level of accuracy as agreed upon by the client. * Strive to understand and resolve issues/queries at the first instant. * Claims must be thoroughly reviewed to ensure that there is no missing or incomplete information. * Provide reports and other data requests specified by the client. * Complying with federal, state, and company regulations and policies. * Stay updated with the process knowledge/changes and refer to knowledge updates/ repositories to effectively process transactions. |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | |  |  | **OPTIMUS GLOBAL SOLUTIONS | chennai | INDIA**  Industry – Outsourcing and Offshoring Consulting  **TELECOLLECTION EXECUTIVE** | | | | |  | March 2009 – November 2009 | | | | |  |  |  |  | * Contacting customers and informing them of their overdue bills. * Advising customers on their payment options and suggesting methods of payments. * Writing final notice warnings to customers when payments are not being made. * Instituting legal action when customers fail to pay their debt. * Contacting lawyers and insurance agencies to facilitate payments. * Verify and conﬁrm the customer must pay their loans with in the stipulated period. |  |   **additional experience**  **February 2019 – January 2023**  **Self Employed –** Managed operations of own provisional store in Chennai - India |  | **Get In Touch**  Dubai, United Arab Emirates  [+971504354969](tel://(+971504354969)/)  [harishkn87@gmail.com](mailto:harishkn87@gmail.com)  <https://www.linkedin.com/in/harish-k-n-33777122>    **KEY SKILLS**  **BUSINESS SUPPORT**  **CUSTOMER RELATIONSHIP**  **CLIENT MANAGEMENT**  **PERFORMANCE MANAGEMENT**  **PROJECT MANAGEMENT**  **COMPLAINTS REDRESSAL**  **PROCESS IMPROVEMENT**  **COMMUNICATION & NEGOTIATION**    **TEAMWORK & COLLABORATION**  **GENERAL ADMINISTRATION HANDLING**    **DOCUMENTATION & MIS REPORTING**      **🗒 EDUCATION**  **2008 – BACHELOR OF SCIENCE (B.Sc) – CHEMISTRY**  Madras University | India    **🗐 certification**  **2015** - **CertiFIEd in Software Testing**  Q Spiders Software Training Institute | India  **🏆 ACHIEVEMENTS**  **2012** - Achieved monthly & quarterly award for Best Performer | **Cognizant Technology Solutions**  **personal info**    **Nationality**: Indian  **DOB**: 15th May 1987  **Gender**: Male  **Civil Status**: Single  **Languages**: English | Malayalam | Tamil  **Visa Status**: Visit Visa  **Visa Expiry:** 9th April 2023    **✆ reference**  Available Upon Request |