

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.
- Serve as first-level contact for customer complaint resolution.
- Provide reports and other data requests specified by the client.
- Make and Answer calls to and from customers/end users based on agreed time frames.
- Stay updated with the process knowledge/changes and refer to knowledge updates/ repositories to effectively process transactions.



GET IN TOUCH

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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**



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 within the stipulated period.



PERSONAL INFO

Nationality: Indian

DOB: 15th May 1987

Gender: Male

Civil Status: Single

Languages: English | Malayalam | Tamil

ADDITIONAL EXPERIENCE

February 2019 – January 2023

Self Employed – Managed operations of own provisional store in Chennai - India