



**MAHESH  
K M**

HR-Immigration

**Contact**

**Phone**

+971543290070

**E-mail**

maheshmahi40@gmail.com

**Skills**

Computer Hardware and software installation

3DX MAX Animation

MS Word, MS Excel

KYC

Collaboration

Attention to details

Critical thinker

Good Verbal and written communication

Office administration

Record management

Process Associate seasoned in coordinating and implementing business process improvement projects while enhancing effectiveness and efficiency in support of business goals. Strong record in designing process architecture, establishing process measurement systems and educating to manage processes effectively.

**Work History**

2022-01 -  
2022-12

**HR – Immigration, process specialist**

*Infosys Limited, Bangalore*

- Case management and operations
- Draft communications to assignees and clients such as initiation emails and document requirements also review documents submitted by assignees and clients to ensure that these are complete and contain required information
- Deliver billing processes including subcontractor invoices, preparation of invoices also reparation of monthly reports and billing and act as point of contact for client
- Participate in ongoing process improvement to procedural and operational issue resolution and analysis of existing practices
- Concern in filing H-1B petition and RFE response
- Scrutinize passport and other documents of applicants to verify genuineness
- Conducting Quality Check on process flow.
- Providing training for colleague who are new to process
- Act as contact point for applicants, clients and vendors
- Identify root cause of procedural errors, and liaise with stakeholders to manage risk of reoccurrence, though identification of knowledge gaps, ad-hoc training and process analysis
- Partnered with cross-functional teams to conduct thorough discovery and due diligence on existing processes.
- Collaborated with team to define business requirements for organizational processes, achieve productivity standards, and adhere to accuracy standards.

- Performed quality assurance checks on transactions and account actions to assess compliance with state and federal regulations.

2019-02 -  
2021-12

## **HR-Immigration**

*HCL Technologies LTD, Bangalore*

- Document verification also check documents are genuine or not by cross verifying with government and authorized websites.
- Review documents submitted by assignees and clients to ensure that these are complete and contain required information
- Deliver and drive best practice administrative efficiencies across all areas of administration
- Delivered services to customer locations within specific timeframes.
- Gained extensive knowledge in data entry, analysis and reporting.
- Adaptable and proficient in learning new concepts quickly and efficiently.
- Acted as team leader in group projects, delegating tasks and providing feedback.
- Resolved problems, improved operations and provided exceptional service.

2017-08 -  
2018-12

## **customer delight officer**

*Loyalmart Supermarket, Bangalore*

- Attending customer queries and grievances through calls and emails
- Escalation of customer complaints to management as and when required
- Dealer management
- Conducting special sales events
- Brand promotion and demonstration

## **Education**

2014-06 -  
2016-06

## **MBA: HR & Marketing**

*Bangalore University - Bangalore*

2010-06 -  
2013-06

## **BBA**

*Calicut University - Kerala*