


Binu K S

Dubai, United Arab Emirates

 binuks@live.in

 +971588378613

 [linkedin.com/in/binu-k-s-5a2414103](https://www.linkedin.com/in/binu-k-s-5a2414103)



Summary

A management professional having 7.7 years of total experience, with 4.8 years of experience in Project Management and 3 years in Sales, Retentions and Customer Service. Skilled in Microsoft Excel, Customer Service, Team Management, Stakeholder Management, Leadership, Public Speaking, and Microsoft Office.

Experience

Project Management Officer

Capgemini

- * Understanding clients demand and delivering on time.
- * Identify project needs and develop a detailed timeline for completion.
- * Coordinate a project management team and delegate tasks.
- * Managing a team of six members for the client Cargill and Lowe's.
- * Monitor expenditures and create detailed reports for upper management.
- * Keep track of a project's progress and ensure its completion before the deadline.
- * Work within budget constraints and team handling.
- * Implement changes to teams and processes as and when needed.
- * Resource Forecasting and Metrics.
- * Client Engagement: building meaningful relationships with the client account owners & other executive stakeholders.
- * SOW creation and Project setups.
- * Preparing monthly Invoice and Billing.
- * Updating the work and demand tracker.

Advanced Analyst

EY

- * Convincing the stakeholders to get more projects by presenting the team's expertise and getting the work accomplished on time.
- * Updating data on share point and dashboard on daily basis.
- * Calculation of estimate to complete (ETC) a project and creation of an Opportunity for each client.
- * Creating and updating the pricing plan to check the net profit margin.
- * Managed client relations and resolved issues as quickly as possible.
- * Managed a team of 10 executives to deliver the project on time.
- * Handling escalation on the report and data accuracy.
- * Helping in data management for all the projects and maintaining 100% quality.
- * Conduct & manage weekly calls with On-shore teams for sharing process updates and various business services-related projects.
- * Identify, track, manage, and resolve project issues.
- * Creating an engagement code for each project and taking care of the complete project life cycle.
- * Presenting the weekly and monthly reports to the client and the senior management.

* PMO for the client - Accenture and Mondelez.

Data Quality Analyst

Cognizant

Worked as a Data Quality Analyst for the Client- LINKEDIN in maintaining the Quality at 100% and ensuring the data is delivered on time.

- * Assisting in maintaining the quality of the data provided and correcting the errors.
- * Prepare and consolidate data for established and periodic reviews.
- * Maintaining data security by providing access to limited and relevant sources.
- * Updating and maintaining data on Salesforce.
- * Work with Group and stakeholders to define and prioritize regional plans for communication and data implementation.
- * Managed APAC project (PMO) with a team of 8 members.
- * Maintaining and ensuring that the quality is 100% on each account processed.
- * Assists in providing training support, development, implementation, and evaluation.
- * Proactively works to identify process improvements to track and improve data quality

Underwriter

Ocwen Financial Solutions Pvt. Ltd. - APAC & US

- * Reviewing and analyzing the mortgage loan application to ensure eligibility, accuracy and completeness.
- * Checking the credit history, assets, the size of the loan, the appraisal of the home for mortgage applicants.
- * Define the terms and conditions of the insurance coverage and the premium.
- * Review loan documentation and vendor reports to identify signs of fraudulent activity.
- * Review loan documentation and vendor reports to identify signs of fraudulent activity.
- * Review or renew applications for insurance coverage.
- * Responsible for making independent decisions regarding acceptance and risk of loans according to HUD, company, and investor guidelines.
- * Completes all required paperwork and forms in a timely and accurate manner.
- * Work with the management to find solutions on escalated loans.
- * Maintain a high level of customer service and communication with other departments.
- * Quality check of the loan documents with 100% accuracy.

CSR

Accenture

- * Retain new customers who want to cancel the order/product prior to the installation.
- * Upselling and cross-selling of the products.
- * Provide end-to-end support for Virgin media customers across United Kingdom as per the process in an efficient manner.
- * Handling escalation/complaint calls for unresolved escalations and process-related queries.
- * Making outbound calls to sell the products (TV, Telephone and Broadband)
- * Helping/guiding customers with the product installation.
- * Handling multiple department queries.
- * Presenting the performance report for the new hires to the management.
- * Training and coaching on the process updates.

Education



Dr. C. V. Raman University, Kota Bilaspur

Bachelor of Commerce - BCom, Business/Commerce, General

2011 - 2014

Skills

Project Management • Scrum master • Team Management • Microsoft Office • Customer Service •
Microsoft Excel • Leadership • Teamwork • Sales • Operations Management

Honors & Awards



Spot Award - EY

Apr 2019



Extra Miler - EY

May 2020