



Pankaj Kumar

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Objective

Overall 11 years extensive experience in Operational Process and Compliance. Flexibility to learn and quick to pick new ideas has always helped me to continuously improve not only my professional skills but also interpersonal skills. My previous extensive work experience in various fields like; Banking Sector, Insurance Sector, Information Technology, Manufacturing Organization and working for Education Industry has enabled me to effectively use my skills and ability. Recent experience with Education Industry where i am taking care of Branch Operation Management and Compliance, Audit and ensure to adhere the SOP's as per the Metrics and timely delivered the process as per the SLA received from the Head Office.

Work experience

Aakash Education Service Ltd

May 2018 — Aug 2019

Deputy Manager Operation

- Ensure Daily Schedule Adherence and submit the EOD report to the OM.
- Act as the escalation point for sensitive students issues, working to resolve in a timely and providing a satisfactory response to the Parents.
- Taking care of Branch Compliance and Audit to make sure all the process adherence as per the policies timelines and ensure that follow the process and SOP's as per the SLA.
- Investigate opportunities to reduce costs, provide automation, and analyze fluctuations in key metrics.
- Ensure timely and concise communication with key business partners and senior management
- Results oriented - execute tasks and initiatives effectively and efficiently
- Manage Operational Risk within team; assess risks and ensure adequate detective and preventative controls are in place to mitigate risk
- Measure performance of the Team for e.g. performance appraisal confirmation and on going Feedback and training.
- Keep the OM updated regularly of any development relating to the performance of the Team.
- Performs other duties and responsibilities to assigned to Admin, Account and EDP Staff.
- Develops formal Performance Plans for all personnel; implements review process to enhance performance against plan
- Provide training and coaching to the front-line staff of on the operation aspects to ensure they work in accordance to the established procedure and process
- Supporting Head Office initiatives that help develop, improve, or eliminate processes in order to create value and more effective and efficient support to the field
- Effectively organize, manage, track and complete multiple detailed tasks and assignments with frequently changing priorities and deadlines in a fast-paced work environment
- Work independently, under minimal supervision.

Manager Administration & Operations

- Direct and coordinate activities of businesses or departments concerned with the production, pricing, sales, and/or Distribution of Products.
- Ensure that complete record of inventories is maintained.
- Keep record of each and every inventory inflow and outflow.
- Maintain healthy relationship with vendors for price negotiation.
- Adept at Managing Administrative activities involving purchase of equipment's, maintenance of Procurement, Housekeeping, Safety, Security, Employee Induction Etc.
- Planning and preparing monthly reports pertaining to finance required for maintaining office Infrastructure and Facilities.
- Budgeting and Cost control measures, Monitoring Budget.
- Managing Repair, Maintenance & Replacement of Office Equipment's, Appliances, Furnishing , Machines related to Garments.
- Specialization in Handling Back office Operations, inter-office, Correspondence, Confidential Mails, Quotations,Billing Etc.

US Tech Solutions Pvt Ltd

April 2013 — Oct 2013

Quality Analyst

- Designing Test plan in accordance with Quality Plan
- Creation and execution of Test cases for GUI, Functionality Testing.
- Creation of Standard Guidelines for User Interface Testing.
- Verification and analysis for Client comments/feedback.
- Ensure best standards of quality during the content migration from existing database (CMS) to new database (CALMS).
- Manage the team responsible for tracking, reviewing, raising and addressing content migration related issues/bugs

Shriram Life Insurance Company Ltd

Jun 2009 — Oct 2012

Branch Sales Coordinator

- Initial scrutiny of applications, Receipting, banking, scanning and linking of proposals, maintaining accuracy ration.
- Endorsement. Resolving Internal and external customer's queries, requests.
- Financial compliance, archival and renewal management.
- Handling all the HR and Admin Responsibilities at the branch level.
- Handling all the Operations work of the branch.
- Ensuring effective activity management at the branch office including leave records, arranging official get together, lining up candidates for recruitment, providing induction support, scheduling meetings, arranging training infrastructure etc.
- Managing internal communication within the branch office.
- Preparing MIS's for Business.
- Maintaining and keeping records of stationary and other office requirements as per the guidelines i.e. negotiating and obtaining from vendors, preparation of purchase orders and receipt of goods.

Kotak Mahindra Bank Ltd

Feb 2007 — Feb 2009

Operations Executive

- Checking of files for Loan Disbursement.(Delhi)
- Cheque Disbursement to dealers.
- EOD and Generating IPR (in process report) at the end of the day.
- Preparation of Daily MIS.
- Foreclosures and Terminations for Personal finance & Commercial Vehicles.
- Controlling & Supervision of CPC errors & TAT Maintenance
- Vouching and audits such as compliance audits, internal audits securitization audit dealer's audits etc.

IT Skills

Sapphire Ticketing Tool
Oracle ERP Module
CRM LMS Software
Core Banking Software
Proactive Accounting Software
JIRA Tool
ZCore Inventory Software

Qualifications

- Xth from CBSE Board (2001)
- XIIth from CBSE Board (2003)
- Diploma in GNIIT from NIIT (2006)
- Bachelor of Commerce from Delhi University (2009)

Interests

Watching Political Debates.
Running, Swimming, Cycling, Workout,
Cricket, Tennis

References

References available upon request.