

Rahul Kumar

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EDUCATION

Chandigarh University Mohali, Punjab
Master in Business Administration - MBA *Graduation Date: Jun 2024*

Chandigarh University Mohali, Punjab
Bachelor in Business Administration- BBA *Graduation Date: Jul 2022*

WORK EXPERIENCE

Sopra Steria Noida, Uttar Pradesh
Process Associate *Dec 2024 - Present*

- Orchestrated data validation initiatives for a UK-based company's backend operations, ensuring 99.60% accuracy and reducing processing errors by 15%, which enhanced overall data integrity.
- Managed expense claim processing for international clients, ensuring accurate and timely reimbursements while adhering to company policies.
- Managed and streamlined backend operational processes to ensure efficient data handling and reporting
- Maintained a client satisfaction rating above 99.60%, consistently delivering high-quality service and addressing client concerns promptly to ensure long-term relationships

INTERNSHIP EXPERIENCE

Goberdhan Nissan Muzaffarpur, Bihar
Sales Intern *Start Date - Finish Date*

- Assisted sales manager in closing 2 successful automobile sale during internship, gained hand-on experience in customer engagement, product presentation and sales process.
- Supported the sales team in lead generation, customer interaction and product promotion to enhance overall sales performance

SKILLS & INTERESTS

Skills: Microsoft Office (Excel, Word, PowerPoint), Time Management, Customer Service, Persuasion and Negotiation, Effective Communication, Client Relationship Management, Strategic Planning, Salesforce, Power BI

CERTIFICATION

Business Growth Strategy
Global Marketing Management
Strategic Advantage for Competitive Advantage
Production and Operation Management