



Chandunayak Nayakawadi

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PASSPORT DETAILS

- ❖ Passport Number: R6996576
Date of issued: 06/12/2017
Expired date: 05/12/2027
Place of issued: Bengaluru

OBJECTIVE

- ❖ I seek challenging opportunities where I can fully use my skills for the success of the organization.

EDUCATION DETAILS

Course	School/College	University	Passing Year	Percentage
B.Com	KSS College Gadag	Karnataka University Dharwad	2006	62.75%
PUC	Amrutheshwar Comp PU	Karnataka University Bangalore	2003	73.33%
SSLC	Shree Amrutheshwar Comp.JR. College	Karnataka University Bangalore	2001	48.80%

SKILLS

- ❖ Computer proficiency, Leadership experience, Oral and written communications skills, Organizational know-how, People skills, Teamwork and Collaboration talent, Problem-solving abilities, Critical thinking and problem solving, Interviews Skills, Self-management skills...

EXPERIENCE

o Infosys BPM Ltd//Cisco Client:

Senior Process Lead//BPO//Customer Service Support

July 22, 2013 – August 30, 2022

Description: Cisco client is a manufacturing company of Switches, Routers, wireless, IP phones, etc. and sells to its partners and end customers across Global region.

Responsibilities: Team Management, Expertise with Internal and External Reports Daily/Monthly/Yearly, MIS Reports – NPS, Attrition, Shrinkage, C-SAT, SLA Management, Training, Audit, RCA, Escalations, Handling Internal and External Calls, Monthly team Performance Dashboard One 2 One, appraisals, Goal settings, Ratings, Process Improvement plans, working under pressure, Work with Clients/GPM on New process document changes/updates and cascade to team members on Granting pre order tools access, Order Booking and Order Management System (OMS).

○ **AXA Business Services:**

Analyst//BPO//Customer Service Support

June 23, 2010 – October 23, 2012

Description: General Insurance Process for UK (EMEA) region.

Responsibilities: Mid-term changes, Renewal insurance process as per request from customers.

○ **Hinduja Global Solutions://Humana Client:**

Claims Processing Executive//BPO//Customer Service Support

April 18, 2008 – April 29, 2010

Description: Health care Insurance Process for US (America) region.

Responsibilities: Validating request and processing/releasing Insurance claims request submitted by members.

ACHIEVEMENTS & AWARDS

- ❖ Received I-Star awards, Spot awards. Completed Green belt, Six Sigma/Lean and all mandatory trainings, (Tally 7.2ERP).

PERSONAL DETAILS

Father's Name: Husenanayak Nayakawadi

DOB: 4th-Nov-1983

Gender: Male

Hight: 5.5 Weight: 60

Religion: Muslim (Islam)

Languages: English, Hindi, Urdu, Kannada

Interests: Singing, Traveling, Drawing, Cooking, Playing Carom, Chess, Cricket Etc.

Notice period: Immediate joiner

Current CTC: 5.5 pa

Address: #2/175, Keri Oni, TQ: Navalgund Dt: Dharwad. At Post: Annigeri. Landmark: Behind Dyavanoor mill, Karnataka (India) Pin code: 582201