

Nikhil Kumar

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Career Objective

To secure a position in an organization that would help me learn new skills to explore my potential to contribute towards the development of the company.

EDUCATION

COURSE	SCHOOL/COLLEGE	UNIVERSITY/BOARD	PERCENTAGE	YEAR OF PASSING
10 TH	LOYOLA HIGH SCHOOL	C.B.S.E.	82.2%	2008
12 TH	LOYOLA HIGH SCHOOL	C.B.S.E.	53.8%	2010
GRADUATION	IHM KOLKATA	IGNOU IN COLLABORATION WITH NCHM&CT	68%	2014
PGDM-IT	XAVIER INSTITUTE OF SOCIAL SERVICE	AICTE	65.5%	2019

WORK EXPERIENCE

St. Karen's Group of Schools

Role: HR Administrator – Office Staff

Patna

(April 2025 – Present)

Key Responsibilities

- Responsible for Interview and selection of Employees.
- Joining and exit formalities.
- Making of Official Letters and documentation.
- Technical resolution and Online updating of Employees data through E care.
- Payroll and Leave handling.
- Internal Auditing of stocks.
- Handling Admission process of students.

Scaler By InterviewBit

Role: Sales Operations Associate

Bangalore

(Nov 2022 – June 2024)

Key Responsibilities

- Responsible for auditing & delivery of overall operational metrics & projects.
- Liaison with senior managers to successfully implement process delivery.

Processes worked on: -

- Sales Audit
- Lead level Audit
- Audit for fake calls and Payment Discrepancies
- Test Forgery Audit
- Reports and dashboard creation.

SISA Infosec**Role: Associate Manager****Bangalore**

(July 2022 – Oct 2022)

Key Responsibilities

- Creating Reports and Dashboards for the management and sales team.
- Maintaining CRM data hygiene and data clean-up activities.
- Data quality checks in CRM like account details, mapping, categorization, etc.
- Data management and projections.
- Sales order reconciliation.

Byju's Think and Learn Pvt Ltd,**Role: Senior Sales Operations Associate****Bangalore**

(Dec 2019 – March 2022)

Key Responsibilities

- Handled a team of 8 Associates.
- Responsible for auditing & delivery of overall operational metrics & projects.
- Created SOPs, and audit reports for sales operations across various verticals.
- Handled training & induction process for sales operations.
- Coordinating with internal and external stakeholders such as Sales, Loan verification, Order Management, Sales escalations, Retention team, Renewal team, HRBP.
- Providing strategic suggestions to senior management in development and implementation regarding sales audits.
- REWARDS: ACE Employee of the Month (August, 2021), Mountain Mover of the Month (December, 2021)

The Leela Palace, New Delhi**Role: Guest Service Associate in F & B Service****New Delhi**

(August 2014 - February 2016)

Internship**Lemon Tree Premier, Patna**

(May 2018 – June 2018)

(Selection and Recruitment Process in Lemon Tree Premier, Patna)

Key Learning:

- Gained knowledge about the thorough process from joining to Full and Final Settlement.

SKILLS & INTERESTS

Skills: MS Word, MS PowerPoint, MS Excel, Google Sheets, Google Docs, Data visualization using Power BI

Interests: Playing Table Tennis, Guitar, Listening to music

Extracurricular Activities

- Organized blood donation camp in and outside XISS Ranchi.
- Represented the Department's Basketball team of XISS Ranchi.
- Taken part in Panache (Annual fest of XISS) in skit and won 2nd prize.

Personal Details

Father – Mr. Vijay Kumar

D.O.B - 25/04/1993

Languages – Hindi, English

Date: -

Nikhil Kumar