KISHORE KUMAR



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Summary



Visionary Executive bringing over 6 years of experience in establishing operational optimization across diverse industries in both national and international operations. Recognized for talents in strategy development and providing corporate vision and converts strategic plans into tactical reality through guiding companies in establishing themselves as a viable business.



Core Competencies



|  |  |  |
| --- | --- | --- |
| Strategic Planning | Communication | Research & Analysis |
| Revenue Enhancement | Customer Service | Project Management |
| Solution Selling | Competitive Intelligence | Process Improvements |
| Operational Excellence | Team Leadership | Product Education |
| Relationship Building |  | Quality Assurance |



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| --- | --- | --- | --- | --- |
|  |  | Professional Experience |  |  |
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|  |  |  |  |  |
| 2014 Nov - Oct | Process Executive |  |
| 2018 | *Wolters Kluwer* |  |
|  | Served as a key member of the executive team charged with formulating |  |
|  | strategic direction and devising business development initiatives consistent |  |
|  | with the overall strategy. Supported more than 35000 law firms in effective |  |
|  | legal practice management, including our legal analytics and benchmarking |  |
|  | intelligence solutions, as well as our legal e-billing and collaboration tool. |  |

We develop a relationship between each law firms and our law firm team and we identify each firms level of expertise and tailor the implementation process accordingly



Follow up with the Law Firms through phone calls and emails to see if they can be assisted to complete the on-board process. Resolve customer



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questions and issues regarding Welcome Kits through thorough research

Maintain database of customer information and communication to include data clean up (i.e. identifying firms as inactive or exempt based on client feedback) make sure all information is entered uniformly.



Support clients’ e-billing needs and efficiently and securely collaborate with Law Firms on matter budgets, timekeeper information, accruals, and status updates



Collaborate and share knowledge among internal team members and with outside counsel



2013 Jan - 2014 Nov

2012 Apr - 2013 Jan

Consultant

*Sutherland Global Services*

Hands on knowledge and experience of the maintenance and support of computer systems and networks. As well as the planning and practical implementation phases of various network & security projects and also for the installation of software in preventing illegal alterations, damage, or disclosure of information. Valuable experience of planning, co-coordinating and controlling the security measures for information systems to regulate access to computer data files

Installing and configuring computer hardware operating systems and application



Providing support, including procedural documentation and relevant reports



Rapidly establishing a good working relationship with customers and other professionals



Supporting the roll-out of new applications



Support Executive

*Aegis - Essar Group*

Regularly researched and created new sales opportunities in order to maintain a solid client pipeline and database. Coordinated cross-functionally to facilitate client relationships and complete special projects.

Serving business clients to analyze the requirement and offer the relevant support



Propelled revenue by evaluating customer and identifying new prospects.



Leveraged finely honed communication and negotiations skills to foster new relationships.



Tasked with generating new product sales with existing client base.



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Education



2007 - 2010 Diploma in Electronic communication Engineering *Elumalai Polytechnic College*

Vilupuram



Activities



**Chennai Trail Marathon** – Red Hills, Chennai; 50 Km walk.



**Chennai Coastal Cleanup** – Volunteered to to remove garbage from Chennai's beaches.



Technological Proficiencies



Microsoft Office Suite



NetSuite



Microsoft Dynamics



salesforce.com



Collaboration Portal - ELM Solutions



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