**MRITUNJAY KUMAR**

(M): **00-91-8010389799**

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**Summary:**

* Having more than 7 yrs. of hands-on work experience in Spanish (Tourism, BPO and Corporate domain) and a skilled communicator; able to maintain cultural sensitivity, establish rapport with members of diverse groups.
* Experienced in managing deliverables of a critical process which has direct impact on customer loyalty and satisfaction.
* Data Visualization through extensive use of MS Excel.
* Ability to Speak Spanish, English and Tibetan, and flexible & analytical with a keen eye for details.

**Professional Experience:**

**Spanish Translator & Interpreter-Freelance** Feb 2012 - Till date

**Language, Web Service & Software development Companies (CMM Languages-Mumbai, Mayflower Languages-Bangalore, Opalina Technologies-NOIDA, NIIT-Gurgaon, Value point Knowledge works Pvt. Ltd-Bangalore, etc.)**

* **Role**:
* Interpret the requirements of Spanish speaking client
* **Responsibilities**:
* Providing full time assistance to clients on-site, offices and factories.
* Regular follow up with the client.
* Work in collaboration with all the stakeholders until the project is over.
* Regular reporting to the client regarding progress of the project.
* Facilitating the visits of the client.
* Transcribing, translation & Interpretations of all kinds of legal documents in context of corporate affairs of Indian as well their foreign collaborators, Banking Documents from MNC Banks, User Interface Screens, User Manuals & Programming Strings of Software Programs, Technical reports, Annual reports, plan outlays, construction details and manuals, engineering contracts, Geo-tecnical Surveys, disaster mitigation plans, work manuals, machines and equipment operation manuals, and extracting the meta data and updating the automated software for further actions, etc.
* Training & Floor Support to the Indian employees of MNC dealing with Spanish Speaking Clients.
* VISA documents translations and Assistance to Indians in Embassies.
* Tutorial assistants in private to students in need.

**Consultant, Bilingual Quality Adviser & Analyst** Oct 2007 – Jan 2012

**AppLabs (Hyderabad)** October-November 2007

**Consultant (Spanish)**

* **Role**:
* Software testing of Flight reservation modules in Spanish.
* **Responsibilities**:
* Following the KPI requirements and parameters.
* Providing immediate resolution to the experts in context of Spanish.
* Identify gaps and bring it to the notice of the experts.
* Assisting software experts in deciding about a product or service.
* Maintain and update the databases of the work done.
* Keeping accurate records of discussions or correspondence with customers.
* Undertaking general administrative duties like filing, photocopying and opening mail

**Binary Semantics (Gurgaon)** November 2008 to January 2009

**Consultant (Spanish)**

* **Role**:
* Dealing with clients in terms of their project and requirement.
* **Responsibilities**:
* Following the KPI requirements and parameters.
* Providing immediate resolution to customers.
* Identify gaps in a customer’s records & then collecting information to Update.
* Assisting customers in deciding about a product or service to buy.
* Maintain and update customer databases.
* Keeping accurate records of discussions or correspondence with customers.
* Processing new client accounts, maintaining customer accounts, implementing changes to existing accounts, and filing documents and other paperwork.
* Undertaking general administrative duties like filing, photocopying and opening mail

**Wipro (Pune)** April 2009 to August 2009

**Bilingual (Spanish-English)**

* **Role**:
* Dealing with clients in terms of their project and requirement.
* **Responsibilities**:
* Following the KPI requirements and parameters.
* Providing immediate resolution to customers.
* Identify gaps in a customer’s records & then collecting information to Update.
* Assisting customers in deciding about a product or service to buy.
* Maintain and update customer databases.
* Keeping accurate records of discussions or correspondence with customers.
* Processing new client accounts, maintaining customer accounts, implementing changes to existing accounts, and filing documents and other paperwork.
* Undertaking general administrative duties like filing, photocopying and opening mail

**Convergys (Bangalore)** October 2009 to January 2011

**Quality Advisor (Spanish)**

* **Role**:
* Dealing with clients in terms of their project and requirement.
* **Responsibilities**:
* Following the KPI requirements and parameters.
* Auditing the recorded calls of the Agents located in USA.
* Preparing and sharing the feedback.
* Attending the weekly conference calls to discuss the issues.
* Keeping accurate records of discussions or correspondence with clients.
* Processing new client accounts, maintaining customer accounts, implementing changes to existing accounts, and filing documents and other paperwork.
* Undertaking general administrative duties like filing, photocopying and opening mail

**iEnergizer (Noida)** August 2011 to January 2012

**Quality Analyst (Spanish)**

* **Role**:
* Dealing with clients in terms of their project and requirement.
* **Responsibilities**:
* Following the KPI requirements and parameters.
* Providing immediate resolution to customers.
* Identify gaps in a customer’s records & then collecting information to Update.
* Assisting customers in deciding about a product or service to buy.
* Maintain and update customer databases.
* Keeping accurate records of discussions or correspondence with customers.
* Processing new client accounts, maintaining customer accounts, implementing changes to existing accounts, and filing documents and other paperwork.
* Undertaking general administrative duties like filing, photocopying and opening mail
* Auditing the recorded calls of inhouse agents and sharing the feedback face to face.
* Using Active Directory on a regular basis for resolving customer’s issues in context of User ID and resetting of passwords.

**Interpreter/Escort/Guide** Feb 2005 – Aug 2008

**Travel & Tourism Sector**

* **Role**:
* Taking care of all the requirement of foreign travelers in India.
* **Responsibility:**
* Narrating the historical aspects of the monuments.
* Handling transfers between Airports and Hotels.
* Managing the transportation, lodging and marketing.
* Escorting the travellers while traversing through destinations.
* Floor Support to the New Employees of Travel Agencies in the Northern Region of India.

**University Associate:** 1995 to 1999

(AFC, Mumbai, IEMR/CERPA, New Delhi, Kirloskar, Pune)

* **Role:**
* Conducting Survey Works
* **Responsibilities:**
* Interviews and Data Collection from International Travellers on Airports.
* Updating check sheets for data collection accuracy.
* Reporting to Supervisor
* Train the fresh joiners.
* Visiting remote Airports for conducting and monitoring the data collection works.

**EDUCATION**

* **Spanish Translation** course in 2012 from **Instituto Cervantes**, New Delhi.
* **AVE B2 (Online Spanish) Level** in 2012 from **Instituto Cervantes**, New Delhi.
* **BA (Spanish)** in 1999 from **Jawaharlal Nehru University**, New Delhi.
* **Secondary & Senior Secondary** **Schooling** fromSainik School Tilaiya.

**DIPLOMA & CERTIFICATE**

* Certification in **Tibetan Language** (COP & ADOP) from SFL (School of Foreign Languages), Ministry of Defense, New Delhi. 2014 to 2016.
* Diploma in **Labor and Administrative Law,** PG Diploma in **Criminology & Forensic Science,** and Diploma in **Laws of Taxation** from Annamalai University (DDE), Chennai. 2013 to 2016.
* **SIX-SIGMA (Green Belt)** certification from ISI (SQC & OR Unit), New Delhi in July 2012.
* **Appreciation Course in Environment** from IGNOU New Delhi. 2007.
* **Certifications** (SME Finance, AML-KYC, Cyber Security & Fraud Management, Customer Service and Banking Codes & Standards, Credit Cards, Card Operations and IT Security) **from IIBF** Mumbai. 2011 to 2013.
* **MA in Disaster Management** from DDE, Annamalai University. 2015-2017.

**IT SKILLS**

* **MS-Windows, MS-office, MS-Excel, MS Office-365, Active Directory, CITRIX & VPN.**
* Academic course of one-year (1998/99) duration from School of Systems and Computer Sciences/JNU, New Delhi.

**HOBBIES**

* Browsing & Surfing Internet
* Reading Books
* Travel & Tourism

**PERSONAL DETAILS**

* Date of Birth: June 06th, 1976
* Nationality: Indian
* UAN(EPFO): 101222461192
* Skype ID: kumar..mritunjay
* LinkedIn ID: https://www.linkedin.com/in/mritunjay-kumar-87270779/