

# SASIKUMAR R

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## PROFESSIONAL SUMMARY

Process Executive with 2 years of hands-on experience in managing and streamlining business processes within a fast-paced operational environment. Skilled in process documentation, quality assurance, data entry, and backend operations. Proven ability to handle high-volume tasks with accuracy and efficiency, while consistently meeting deadlines and compliance standards. A reliable and detail-oriented professional with strong communication and problem-solving skills, committed to continuous improvement and team success.

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## EDUCATION

INDO AMERICAN COLLEGE

APR 2021

### Bachelor of Computer Application

- **Related Coursework:** Object-Oriented Programming, Database Management Systems (DBMS) , Operating Systems

**CGPA:** 7.37

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## RELEVANT EXPERIENCE

STUDYIN ( Kanadoo LLP )

AUG 2023 - OCT 2025

### Processing Executive - Operations

- Managed end-to-end UK university admission process for students, from initial enquiry to visa application and final enrollment.
  - Used CRM software (e.g., Zoho CRM / Salesforce) to track leads, follow up with students, and maintain accurate application records.
  - Coordinated with university representatives to process offers, documentation, and compliance checks.
  - Scheduled and tracked key milestones: application submission, CAS issuance, fee payments and visa appointments.
  - Ensured timely communication with students via email, calls, and CRM-generated updates.
  - Performed quality checks on all submitted documents including SOPs, LORs, transcripts, IELTS scores, and financials to ensure compliance with university and UKVI standards.
  - Collaborated with internal operations team to align student onboarding and documentation timelines.
  - Maintained and updated internal checklists and process guidelines to standardize quality control across all cases.
  - Contributed to process improvement by identifying delays and suggesting workflow automation through CRM.
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## ADDITIONAL EXPERIENCE

ACCENTURE

FEB 2022 - SEP 2022

### TRANSACTION REPRESENTATIVE PROCESS

- Access and manage sensitive medical insurance billing and hospital claims processing systems through VMware Horizon virtual desktop infrastructure (VDI), ensuring secure and efficient remote connectivity.
  - Reviewed resolved denied or underpaid claims by identifying denial reasons, correcting billing errors, and resubmitting .
  - Performed quality checks on claims and documentation to ensure compliance with insurance policies and minimize rework.
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## **SKILLS**

- CRM Dashboard
  - Zoho Vault / Salesforce
  - MS Excel (Pivot Tables, VLOOKUP)
  - VMware Horizon (VDI)
  - Email Management
  - Document Verification & Quality Checking
  - University Portal , Partner Portal & UKVI portal
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## **SOFT SKILLS**

- Client Handling & Relationship Management
  - Time Management & Organization
  - Quality Management
  - Problem Solving
  - Process Improvement Mindset
  - Team Collaboration
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## **CERTIFICATES**

- Certificate in Web Development and Python  
**ACCORD INFOMATRIX**
- English Senior Type-Writing  
**GOVERNMENT OF TAMIL NADU**