Contact

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📍 Warasiguda, Hyderabad

Education

B.Tech | ECE | 2012 - 2016
Ace College of Engineering

Intermediate | MPC
2010 - 2012
Narayana Junior College

Technical Skills

- SQL
- MS Excel
- Power BI
- Power Query
- Service Now

Professional Skills

- Data Analysis
- Data Visualization
- Analytical Skills
- Decision Making
- Attention to Detail
- Problem Solving
- Communication
- Team Management
- Client Management
- Service level Management (SLA)
- Project Management

Awards

- Star of Business Award (2023)
- Employee of the Month (2021)
- 360 Degree Exemplary Value Award (2019)

Hobbies

- Gardening
- Drawing

RESHMIKA ADGAL

Experienced Process Analyst in identifying opportunities with clear understanding of tools and implementing effective solutions. A motivated team player committed to delivering high-quality results that enhance efficiency and contribute to the organizational growth.

Work Experience
Accenture Solutions Pvt. Ltd.
Acting Team Lead

- Supervising the day-to-day activities of the process operations team to guarantee the fulfillment of group deliverables.
- Managing a team size of 25 associates resulting in a 10% increase in Production and meeting all project deadlines within a fast-paced, constantly evolving team environment.
- Conducting one-to-ones, performance reviews, performance appraisals to facilitate performance management an providing career development plans to the team members.
- Demonstrating ownership by driving ad-hoc training requests, managing team meetings, delegating tasks, PKT's, knowledge assessments and ensuring that deadlines are met.
- Performing in-depth analyses of Service Level Agreements and delivering Root Cause Analysis.

Process Analyst

- Analyzing trends and patterns in large amounts of data sets and presenting them to clients in a visualized dashboard.
- Presented findings and recommendations to senior management through clear and concise reports and seeking their advice on the further requirements of the project.
- Preparing and maintaining daily/weekly/monthly reports on trends, volume, quality and backlog.
- Creating the dashboards, documents and presenting the data to clients to gain feedback for the business process improvement.
- Collaborated with cross-functional teams to identify and implement data-driven solutions for optimizing operational efficiency and decision-making processes.
- Proactively anticipating client needs and engaging in the development and discussion of potential solutions.
- Implemented data visualization tools and techniques to enhance the interpretability of market intelligence reports.

Associate Ops Analyst

- Focusing primarily on managing operations and reviewing basic initiatives including process changes and guidelines.
- Understanding and making decisions according to the defined client policies and workflows.
- Performing the data analysis on the inflow received from the user and merchant contributions and determining if those meet the policies and standards.
- Collaborating with the QC team in reviewing large volumes of data to help us keep our policy store compliant.