



ASHWIN PRAKASH

SENIOR PROCESS ASSOCIATE


PROFILE

Well organized, creative, and aspiring process analyst. Experience working across international teams and well as external clients with quality voice support. Significant experience towards handling calls, emails, background tasks and completing with a quick turn-around-time. Track record of delivering unique and effective content. Impressive history of planning and executing in Voice and Non-Voice process.

CONTACT

Phone 
+91 8939394996

Location 
Zamin Pallavaram, Chennai.

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TRAINING & COURSES

- ❖ Interpersonal Skills
- ❖ Business Etiquette and Self-Management
- ❖ Time Management & Prioritization
- ❖ Corporate Security Awareness
- ❖ Respectful Workplace
- ❖ Information Security Awareness

EDUCATION

- **BACHELOR OF SCIENCE – SOFTWARE APPLICATIONS**, Agurchand manmull jain college (2016-2019)
- **HSC**, St. Joseph's Matriculation Higher Secondary School (2015-2016)
- **SSLC**, Montfort matriculation higher secondary school (2013-2014)

WORK EXPERIENCE

Process Associate (2020 Jul – 2022 Feb)

QuScient Technologies Pvt Ltd

- Worked as Process Associate, supporting UK International Voice Processes (Higher Education Sector).
- Experienced in handling calls and emails of prospective applicants.
- Assisting in choose the right course based on their qualifications.
- Assessing their credentials to confirm their suitability for their choice of course.
- Supporting applicants in fee payments and dealing financial queries.
- Data mining

Senior Process Executive (2022 Mar – 2022 Oct)

Cognizant Technology Solutions

- Worked as Senior Process executive, supporting US International Voice Processes (Insurance Sector).
- Experienced in Outbound Calls and documents verification.
- Helping claimant to get their insurance claimed by contacting the hospital and collecting all type office visit notes.
- Internal team support.

SKILLS

Communication	<div><div></div></div>
Positive Attitude	<div><div></div></div>
Can Do Spirit	<div><div></div></div>
Organization Skill	<div><div></div></div>
Adapatability	<div><div></div></div>