Resume

N Krishna

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**Resume headline**:

I am a senior process associate with 10.2 years of work experience in operations, i.e Data Entry, Mortgage Back-End process and Home Insurance, Home Inspection reviews process.

**Education:**

**Tenth Atomic Energy Central School**

**Intermediate: Water Supply and Sanitary Engineering**

**Degree: BSc Computer Science**

**Profile Summary:**

1: Worked with BANK OF AMERICA for 4 years 1 month, from November 2008 to December 2012.

Worked with Data Entry process and Loan modification program, Received 100 percent quality for an entire year and many other achievements.

2: Worked with Genpact India private limited for 6 years 1 month, from February 2014 to March 2020.

I have experience in handling home inspection reviews, sending letters, setting diaries, cancelling and renewing home insurance policies. Working under pressure. Handling work allocation. Taking up the responsibility of TAT and Quality for the management. Providing process trainings and updates to the team. Generating Excel reports. Team player. Very good writing and communication skills. Flexible with rotational and night shifts. Handling international client calls and meetings. Received best performance awards many times. Cross trained in other processes to support when required for handling high volume. Very well aware of corporate etiquettes, Compliance, Integrity and Data protection. I found many time-saving shortcuts, best practices and shared among the team. and more...

**Communication skills**: Proficient in English, Hindi and Telugu.

**Writing skills**: English, Hindi and Telugu.

**Presentation skills**: Excellent.

**Last drawn CTC**: 3.9 lakhs.

**Expected CTC**: 10 lakhs.

**Education**:

BSc Computer Science (mathematics, computer hardware and computer science) from NIZAM college in 2008.

**Address**:

Guruprasadam, Plot number 64np, Road number 5, Maruthi enclave, Kushaiguda, 500062.

Hyderabad, India.

All the above-mentioned information is true to the best of my knowledge.

N Krishna.