

# ABHISHEK N SHETTY

## Senior Representative In Operations

Responsible for Maintaining survey scores of 95+% from other business units concerning my operations duties. While additionally working on macros. Receiving the highest review and survey scores on the entire operation team two straight years. Transaction Processing Advisor with experience managing customer and client accounts. Accurately and securely processes client information. Assuages customer complaints and works independently to resolve disputes. More than 4 years of guaranteeing security of incoming and outgoing transactions.



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Bengaluru 560032

## EDUCATION

### Bachelor of Engineering: Computer and Information Science

Rajiv Gandhi Institute of Technology Bangalore

07/2012 - 08/2016

Aggregate percentage-71%

### PUC-PCMCs

R N Shetty PU College Udupi

07/2010 - 07/2012

Aggregate percentage-81%

## SKILLS

Payment Processing

Transaction Processing

Banking operations

Financial Transaction

Power BI

MS Excel

Sql

## LANGUAGES

English

Full Professional Proficiency

Kannada

Full Professional Proficiency

Hindi

Full Professional Proficiency

Telugu

Full Professional Proficiency

## INTERESTS

Travelling

Playing cricket

watching comics

Playing Badminton

## WORK EXPERIENCE

### Sr. Representative In Operations, Advisor Level 2

Concentrix Daksh PVT LTD, Bengaluru

08/2019 - 05/2024

Bengaluru

Achievements/Tasks

- Reviewed, analyzed and evaluated existing business processes to identify areas of improvement.
- Developed and implemented new procedures for the processing of transactions.
- Provided guidance and support to team members regarding transaction processing activities.
- Maintained detailed records of all transactions processed, including errors and corrections made
- Ensures compliance with internal controls related to transaction processing operations.
- Strengthened client relationships through excellent communication skills and consistent followup.
- Optimized workflow efficiency through diligent organization of tasks, documentation, and resources.
- Managed high-volume workload while maintaining strong attention to detail and accuracy.
- Maintained accurate records of client interaction within CRM system for future reference
- Supported team member in their daily tasks, fostering a cohesive and productive work Environment.

## CERTIFICATES

### Power BI-Besant Technology Bangalore (05/2024 - Present)

Skilled in Power BI for creating interactive data visualizations, dashboards, and reports. Experienced in data transformation, modeling, and DAX to provide actionable insights that drive data-informed decision-making.

### Advanced Excel-Besant Technology Bangalore (05/2024 - Present)

Skilled in Power BI for creating interactive data visualizations, dashboards, and reports. Experienced in data transformation, modeling, and DAX to provide actionable insights that drive data-informed decision-making.