

## **Kanchan Rajput**

Gaur Yamuna City 16<sup>th</sup> Parkview  
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### **ABOUT ME:**

Solution-driven individual with experience in solving complex problem, working with cross-functional teams, and executing strategies. Proficient in managing client relationships, administering contracts.

### **Work Experience:**

#### **IENERGIZER PVT.LTD (Client-Samsung)**

As Jr.Engineer Tech Support

March 2015 – October 2016

- Maintain client and vendor relationships.
- Maintain Herbalife operations

#### **GI STAFFING SERVICES PVT.LTD (Client- Paytm)**

December 2016 – February 2017

#### **IKYA HUMAN CAPITAL SOLUTION (Client- Paytm)**

February 2017– July 2018

#### **PAYTM PAYMENT BANK**

July 2018– ( Present )

- Handling RBI/CPGRAMS/Legal Escalation.
- Ensuring team quality
- Ensuring team quality performance, and rosters
- Highlight the noise in the social space to the key stakeholders within the organization and ensure speedy resolutions
- Specialization in various verticals, 3rd Party Payments. Fastag, Profile Payments Bank, UPI, Wallet, Cybercell, Recharge, Postpaid.
- Supervised the team as a Team Lead.
- Organized and prioritized work to complete assignments in a timely, efficient manner.
- Effectively participated in cross-team strategizing efforts to achieve optimal goals.
- Maintained an eagerness to add to my knowledge and skills.
- Handling the internal escalations and resolving queries with providing end to end resolution. Sharing RCA with the management for the escalations and submit closure response on CPGRAMS portal.

### **SKILLS:**

- Leadership
- Public Speaking
- Microsoft Office
- Team Management
- Teamwork and Collaboration
- Customer service
- Research

### **Languages:**

- English
- Hindi

**Hobbies:**

- Reading
- Writing  
Marketing