

## Email

[krtech0101@gmail.com](mailto:krtech0101@gmail.com)

## GitHub Profile

<https://github.com/KirtiRachna28>

## Contact

7903315956

## Technical Skills

- Python
- SQL
- Advanced Excel
- NumPy, Pandas, Matplotlib
- Git & GitHub

## Non- Technical Skills

- Problem Solving
- Troubleshooting
- Solution-Oriented Approach
- Quality
- Financial Services

## Languages

- **Hindi**  
Native
- **English**  
Intermediate

# Kirti Rachna

Results-driven professional with 6+ years of experience in IT/Telecommunications, BPM, and ITES. Proven ability to improve user experience, speed up issue resolution, and streamline processes.

Seeking to transition into core IT roles by leveraging hands-on troubleshooting experience, technical exposure, and strong problem-solving skills. Actively enhancing technical expertise to contribute effectively in core IT and data analytics roles.

## Experience

### ▪ **Senior Customer Success Representative**

**Datami Mobile Solutions Pvt Ltd. Mohali, Punjab**

Apr 2022 – Sep 2025

*Datami is a global software as a service (SaaS) company powering the next generation of network-based services.*

- Creating orders for the customers and tracking the shipment till the customer receives the product.
- Porting the customer from previous network to our network and performing the complete process of activation
- Performing troubleshooting for device and network through company's tool
- Working closely with technical support and engineering team to troubleshoot customer issues.

### **Junior Process Associate, Closing**

**Verity Global Solutions Pvt Ltd. Bengaluru, Karnataka**

Sep 2021 – Feb 2022

*Verity is a global Business Services Company specializing in US mortgage lending.*

- Reviewed and approved mortgage loan documents to determine conditions met before closing.
- Facilitated closing and disbursement for conventional and FHA mortgage loans.
- Gathered closing figures, input closing information, and generated loan documentation.
- Managed and closed all assigned loans, enabling fast, error-free closings.

### **Associate Operations**

**WNS Global Services Pvt Ltd. Bengaluru, Karnataka**

Sep 2019 – Aug 2021

*WNS is a global Business Process Management (BPM) and IT Consulting Company with industry expertise in technology and analytics.*

- Assess sample calls for pre-defined audit monitoring as pre-evaluation criteria defined by the business.
- Conduct documentation and reporting as per defined formats.
- Create quality reports as per organizational needs.
- Working knowledge of MS Excel and Office 365.

### **Representative, Operations**

**Concentrix Daksh Services Pvt. Ltd. Bengaluru, Karnataka**

Aug 2018 – Jun 2019

*Concentrix is a technology-enabled global business services company specializing in customer engagement and business performance.*

- Assisted customers with account inquiries, balance checks, and transaction details.
- Resolved customer complaints within defined TAT (Turnaround Time)
- Ensured adherence to banking policies and data security standards.
- Achieved daily and monthly performance targets.

## Projects & Certifications

### **Smart Expense Tracker**

Tools: Python, Pandas, Matplotlib, Excel, GitHub

- Developed a Python-based expense tracking application to record and categorize daily spending
- Processed and analysed expense data using Pandas to generate monthly summaries and insights
- Created visual charts with Matplotlib to show spending patterns and category-wise distribution
- Enabled users to monitor budgets and identify saving opportunities through automated reports

## Qualification

### • **Master Of Computer Applications**

- Arunodaya University Itanagar, Arunachal Pradesh  
(Jun 2017 – Aug 2019)

### • **Bachelor Of Computer Applications**

- Magadh University Patna, Bihar  
(Sep 2013 – Jun 2016)

### • **Class XII**

- CBSE Patna, Bihar  
(Apr 2011- May 2013)

### • **Class X**

- CBSE Patna, Bihar  
(Apr 2009 – May 2010)