

Email

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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)