

KOTNI SANDEEP

Senior Associate

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PROFESSIONAL SUMMARY

Detail-oriented and hardworking professional with 5+ years of experience as a Senior Associate Operator at WNS (Lytx process). Adept at handling first-level transaction processing, adhering to quality standards, and achieving targets within turnaround time. Strong interpersonal and adaptability skills, with a keen ability to work in team environments. Proficient in Microsoft Office and data entry operations.

WORK EXPERIENCE

Senior Associate Operator | WNS

2019 - present

- Processed assigned transactions efficiently, ensuring **99%** accuracy and adherence to company guidelines.
- Handled first-level transaction processing and escalated complex issues to team leads and managers.
- Achieved **100% of daily, weekly, and monthly targets** within the turnaround time (TAT).
- Maintained high accuracy levels in data processing and adhered to company guidelines.
- Collaborated with team members to enhance workflow efficiency and improve overall productivity.

EDUCATION

Intermediate (Class 12) | AP Board | 2015

SSC (Class 10) | Secondary Board of Andhra Pradesh | 2013

TECHNICAL PROFICIENCY

- Microsoft Office Suite (Word, Excel, PowerPoint)
- Data Entry & Processing

SKILLS

Communication

Teamwork

Critical thinking

Time management

Leadership

Adaptability