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**

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

# Skills

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| --- | --- |
| Communication  Teamwork  Critical thinking | Time management  Leadership  Adaptability |