**Curriculum Vitae**

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| **Ramnik Matta** |
| B1/ 129 Second Floor  Ashok Vihar, PH-2  New Delhi-110052  E-mail : ramneek\_1987@yahoo.co.in  Contact #: +91 9810900266 |

**Objective:**

Seeking a position where my knowledge can be shared and enriched and I am able to contribute efficiently for the growth of the organization, which I am sure, will in turn, contribute to my personal growth.

**Experience:**

**Since Oct 2009 Genpact India, Delhi**

* **Process Developer**

**Work Profile in BFSI: (All State –USA & Nationwide - UK)**

* Group Leader for a team of 14 Associates in BFSI
* Worked on Official Police Report ,Third Party Claims , Banking Services
* Handling Customer queries and Issue Resolution
* Documentation of Work Instructions and Training Modules (SOPs)
* MIS and Reporting (Dashboard, Audit, Daily Reporting, Performance Sheet)
* Internal Auditor
* Lean & six sigma Spoc (Quality)
* Maintenance of Process related tools for process improvement
* Process Trainer for NextGen Systems & Internal Subject/Process Trainer
* Direct interaction with clients to understand their requirements and provide resolution

**Transitioned two process and recently promoted as Subject Matter Expert (SME)**

**Lean & Six Sigma:**

* 3 Star Lean Ace Certification
* Lean & Six Sigma Spoc (Quality)

**Achievements:**

Attributed with the following:-

* Bronze Award
* Quarterly Award
* Business Recognition
* Participated in Corporate Social Responsibility(participated in cancer walk)

**Professional Trainings:**

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| * SOP Writing | * Integrity Training e-Course |
| * Conference call essentials | * Soft Skills |
| * Grooming & Etiquette | * Interpersonal skills |
| * Enhancing Team Fitness | * **C**all handling Etiquette |
| * Business Writing Skills | * Interact |
| * Data Privacy | * Business Etiquette |
| * Essentials communication skills | * Lean & Six Sigma |

**Education:**

* MBA from Symbiosis Centre for Distance Learning (Finance) in 2010
* Certificate in French Language from Delhi University
* B.Com (P) from Delhi University in 2008
* 12th (Commerce Stream) Passed from CBSE Delhi in 2005

**Strength:**

* Flexibility
* Analytics
* Dedication

**Personal Details:**

* Date of Birth **:** 25th October 1987
* Father’s Name **:** Mr. Virender Singh
* Marital Status **:** Unmarried
* Nationality : Indian
* Languages Known **:** English, Hindi, French

**Hobbies:**

* Traveling
* Music

Place: Delhi

**(Ramnik Matta)**

Date: \_\_\_\_\_\_\_\_\_\_\_\_\_