Ankush Raina

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Experience Summary

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| --- | --- | --- | --- | --- |
| **No** | **Company** | **LOB** | **Designation** | **Duration** |
| 1 | Teleperformance | World Wide Product Activation - Microsoft | Senior Technical Executive | Dec 2013 - Present |
| 2 | Genpact | Unsecured Personal Lending - NAB | Process Developer | Jan 2009 – Oct 2013 |

Experience Profile

**Process Developer** in **National Australia Bank** deputed through **Genpact India,** Jaipur. Since **January 2009** till **October 2013**.

**Roles and Responsibilities**

* Taking care of Quality to meet the process requirements.
* Referring the loan applications outside limits to Credit Managers for decision making.
* Analyzing applicant’s financial status & employment verification to determine feasibility of   
   approving loans.
* Mentor the new hires, so that they perform well in the team.
* Follow up with verifiers with regard to their approval.
* Prepare verification updates on monthly basis.
* Played a role of Team Coach to provide support to the assigned team.
* Support members getting familiarized with the system.
* Revise/improve verification tools.
* Create/provide input to reports, training materials and presentations on verification.
* Providing nominations of the agents in Developmental Trainings.
* Active role in call calibration with clients.
* Conducting Call listening sessions & sharing the feedback.

Currently employed with **Microsoft (Product Activation)** deputed through **CRM Services (Teleperformance) since December 2013.**

**Roles and Responsibilities**

* Providing support to the World Wide Microsoft Product Activation for both Consumer and Commercial Products.
* Mentor the new hires, so that they perform well in the team.
* Taking good care of escalations.
* Conducting Call listening sessions.

Achievements

* Appreciation received from Client as **Best Verification Officer**.
* Awarded **Bronze Award** for exemplary performance in terms of quality a couple of times

in Genpact.

* **Banking Demystified Certified ----** Level 1
* **Lean Trained and Certified.**
* **Appreciation Best team Member** for Client: National **Australian Bank.**
* Received **Extra Miler of the Month** Certificate for the best performance in Teleperformance.

Academics

* **Bachelor In Computer Application** from CIITM College Rajasthan University (2008)
* **Higher Secondary School** from Shastri Memorial Hr. Sec School, Jammu (2004)
* **Senior Secondary School** from Anuradha Hr. Sec School, Jammu (2002)

Personal Details

**Languages Known :** English, Hindi

**Date Of Birth :**  03 Nov 1986

**Sex :** Male

**Current Location :** Jaipur

**Current Address**  **:** F9/422, Vaishnou Marg, Chitrakoot, Vaishali Nagar.