| Vinay Kenchi  process associate at Tata Consultancy Services - **Gandhinagar** | 4-84 Soneriya block, Nr ESIC hospital road, Bapunagar,  Ahmedabad - 380024  **9624956414**  **kenchivinay21@gmail.com** |
| --- | --- |
| EXPERIENCE  Tata Consultancy Services - process associate September 2018 - present   Projects **CITI Quality Analyst/internal Auditor (Jan 2021 -present)** • Completion of quality samples in QCP as per assignment and within timelines.  • Conducting team huddles for procedure refreshers, procedure updates etc.  • Providing constructive feedback to agents (verbal and documented). • Preparing quality reports and analysis as and when assigned/instructed. • Manage client and management expectations. Ensuring attendance and participation on all quality calibrations calls.  • Adherence to timelines set by management and client for all deliverables.  • Identify loopholes and recommend risk aversion measures and cost savings.  • Document process and prepare audit findings memorandum. • Conduct follow up audits to monitor management’s interventions. • Obtain, analyse and evaluate accounting documentation, previous reports, data, flowcharts etc  **CITI Banking And Cards (Sep 2018 - Dec 2020)** • Reviewing Card holder’s various request and keeping track of these requests.  • Managing the payment program offered to card holders. • Analyzing risk of the various payment program.  • Mitigating risk of card holder being default.  • Preparing MIS for the transactions processed in a week/Month.  • Working on various settlement reports of the card holders. ACADEMIC DETAILS  | Standard | Percentage  Obtained | Year of  Passing | Examination  Board | | --- | --- | --- | --- | | B.COM | 53.00% | April-2018 | Gujarat University | | H.S.C | 53.00% | March-2015 | GHSEB | | S.S.C | 49.00% | March-2013 | GSEB |  LANGUAGES  | languages known | READ | WRITE | SPEAK | | --- | --- | --- | --- | | English | \*\*\*\* | \*\*\*\* | \*\*\* | | Hindi | \*\*\*\*\* | \*\*\*\*\* | \*\*\*\*\* | | Gujarati | \*\*\*\*\* | \*\*\*\*\* | \*\*\*\*\* | | Telugu | - | - | \*\*\*\*\* |  DECLARATION | SKILLS **MS Excel** (Proficient with Pivot table, V-lookup Excel Function) MS Word MS power Point Good communication  Team Work and Collaboration  Analytical AWARDS **2 Times Star Performer**: Tata Consultancy Services, Gandhinagar- ahmedabad  **On the spot award:** Tata Consultancy Services, Gandhinagar- ahmedabad  **Task performer in Project :** Tata Consultancy Services, Gandhinagar- ahmedabad |

I do hereby declare that the particulars of information and facts stated here in above are true,

correct and complete to the best of my knowledge and belief.

DATE :

PLACE : AHMEDABAD

You’re faithfully : VINAY KENCHI