

Kogilavaya Santhoshivani

shivani.kogilavaya04@gmail.com

8978113099

SUMMARY

Driven Operations Associate with extensive experience in optimizing processes and improving operational efficiency. Proficient in project management, supply chain coordination, and leading cross-functional teams. Known for a proactive problem-solving approach and ensuring smooth workflow, contributing to overall organizational success.

SKILLS

Operating System	Windows XP 7, 8, 10
Packages	Microsoft Office
Typing	
Soft Skills	Good Communication, Problem Solving, Team Management

EXPERIENCE

Feb-2024 - Till Today	Operations Associate
WNS Global Service Private Limited.	
Managed the menu creation and escalation process using the Salesforce tool, focusing on the US and Canada markets as part of the Global Menu Creation team.	
Took on additional responsibilities such as gatekeeping, queue management, and case allocation.	
Recognized by senior leadership for my contributions to process improvement.	
Actively supported colleagues and new hires by providing guidance on process and case creation procedures.	
Consistently maintained a 100% quality standard across all cases handled.	

EDUCATION

Degree/Course	Percentage/CGPA
Bachelor of Science	80 %
University of Arts and Science College , Kakatiya University	
Master of Science	Persuing
Kakatiya University	

PERSONAL DETAILS

Languages Known	English, Telugu, Hindi
-----------------	------------------------

DECLARATION

I hereby declare that the details furnished above are true and correct.

