

## RESUME

MURALI KRISHNA D R

**Email:** drmuralikrishna21@gmail.com

**Phone:** (+91)966312629

---

### **Objective**

- Responsible for effectively managing the daily data capturing, data mining, data analysis and validation of the business unit ensuring internal as well as external customer and client needs are met in a timely, efficient manner with 100% data accuracy.

### **Brief Profile**

- Having 1.9 years of professional experience in Infosys BPM.
- Excellent written and verbal communication skills.
- Strengths: Natural flair for team work, Intellectual, Diligent, Greater adaptability to new Environment/Technology.

### **Qualification**

- BIMS college, MBA-70%, Bangalore university.
- GFG degree college, BCOM (CS)-60%, Pavagada, Tumakur University.

### **Work Experience**

- **Currently working as, a Senior Process Executive in SPS Process for Infosys BPM, Bangalore since 2018**

### **ROLES AND RESPONSIBILITIES**

- Audits and audit reports
- Identifying areas of process improvement
- Daily Inventory Log for daily client calls
- Update Tracker & Issue Tracker
- Conducting team meeting for any process related queries and updates
- Training and coaching the team
- Implementing performance improvement plans on need basis
- Updates process related clarification and queries.
- Client interaction through mail for the Process related queries/updates.

- Tracking the daily inventory report and production report.
- Reducing incorrect pends and SC82 errors which are major errors
- Taking Hurdles, sharing the updates, Errors, incorrectly processed claims.
- Maintaining update tracker and share updates to team

### **Work Achievements**

- Identifying Process Improvement Opportunities.
- High volumes processed with 100% accuracy.
- Received extra Ramp award.
- Client appreciation on reducing incorrect pend.

### **Skills and AOE(Area Of Expertise)**

- Smart appearance with a confident, mature attitude.
- The ability to co-operate and work effectively as part of team.
- A concerned for quality, accuracy and attention to detail.
- The ability to work effectively under pressure.
- Highly organized with the ability to prioritize and manage own work load.
- Ability to take up higher responsibilities and handle it efficiently.

### **Technical Skill Set**

- **Packages:** - MS-Office, Tally.

### **Personal Details**

Date of Birth : 18th aug 1993

Languages Known : English, Telugu and Kannada.

Cell No : +91 9663126429

Email : murali.drmk@gmail.com

Present Address : Hello Pg, oppo MRP, Electronic City Phase-2,  
Electronic City, Bangalore – 560100.

Permeant Address : Doddahally(v), chikkahally (p),pavadaga (T),tumakur (D)  
YNH 572141.

### **Declaration**

I hereby acknowledge that all the details furnished here are true to the best of my knowledge and belief.

Place:

Date:

Murali krishna DR

