**Srinivas Malvey**

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**CURRICULUM – VITAE**

**Career Objective**:

Seeking a challenging position in an organization, this provides opportunities for learning and scope for rapid growth and development. Looking for an opportunity where I can prove my quality and project skills

**Educational Profile :**

* 1995-98, Bachelor of Commerce (B.COM), Osmania University.
* 1993-95, Intermediate (M.P.C).

**Current Experience:**

Cognizant Technology Services. From January 2011 to 2021 April.

Sr. Process Executive (Semi-Voice)

* Providing floor support to all the teammates.
* Providing task resolution in a timely manner.
* My work included communication with taxing authorities in USA to procure information and ensuring client of following correct procedures.
* Working as an auditor and ensured maintaining quality standards as per client requirement.
* Was responsible for replying and providing timely response for any client escalations and errors received.
* Preparing reports of team’s performance and ensuring that the reports are accurate before sending it to senior management
* Making sure that the correct procedure is followed by team in production.
* Maintaining updated Standard Operating Procedures (SOP’s) for the team.
* Maintaining update tracker in order to track the new updates received from the Clients

**Prior Experience:**

**Aegis Ltd, Hyderabad.**

**Role:** Worked with Aegis Ltd as **Specialist – Operations** from **June 2004 – 2010 November.**

* As part of outbound sales team stood beside the process to achieve target set by manager and handling escalations, taking care of team members for operational requirement.
* Was responsible handling Escalations and solving customer’s queries related to product.
* Acted as buddy team lead in absence of team leader and created awareness on the floor related to Process and updates.

**Achievements :**

* Bagged Best Associate award across the floor.
* Received chain of appreciations from clients.
* Received Unicorn Awards (Employee of the Quarter)
* Was awarded best performer for achieving monthly targets and quality.

**Key Skills:**

* Familiar with MS Office
* Good problem solver
* Self – motivated
* Confident Communicator

**Interests:**

Cricket and listening to music.

**Personal Profile:**

Date of Birth : 16/08/1977

Sex : Male

Marital Status : Married

Consummate Speaker : English, Hindi, Telugu and Marathi.

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**DECLARATION:**

I hereby declare that the above contents are true and correct to the best of my knowledge and belief.

(Srinivas Malvey)