

Srishti Verma

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Experience

- AUTHBRIDGE RESEARCH SERVICES PVT LTD** 01/2022 - 08/2023
Associate
 - Daily Review of Client Performance Case Level with Team for various background verification checks
 - Completed reports (for the current month) and WIP (to ensure that SLAs are met)
 - Internal escalation handling and support to internal departments whenever required & bridge between department & Ops Managers
 - Ensuring that daily client emails/requests are being answered within the stipulated time via CRM portal
 - Coordination with Account Managers for the pending department requests which are not moving
 - Meetings with Respective Check Managers twice a month to address any performance/ Quality Issues in the presence of Business Excellence Partner
 - Reviewing the performance of priority projects given by the client and raise alarm to respective stakeholders.
- KPMG India services LLP** 03/2020 - 12/2021
Analyst
 - Conduct verifications of stated credentials given by client for their candidates or vendors
 - Summarize the information obtained in a concise manner and ensure documentation is done as per the standard operating procedures (SOPs) as defined by respective teams
 - Perform on business specific KPIs of productivity and quality targets
 - Maintain trackers and master logs on real time basis for various background verification checks
 - Successful completion of client engagement deliverables in line with appropriate time lines and adhering to pre-defined methodologies, ensuring high quality work delivery
 - Demonstrate ability to assimilate new knowledge with respect to process changes
 - Monitor progress and ensure that supervisors are kept informed about progress and expected outcomes.
- LUDIFU** 03/2017 - 04/2017
Marketing Intern
 - Increased customer base for start-up company by promoting skills-based trainings online.
- Nearbuy.com** 02/2017 - 02/2017
Marketing Intern
Increased footfall of the app using social media and word of mouth.

Education

- Narsee monjee institute of management studies** 09/2022
PGDBM
- Delhi University** 09/2019
B.COM (Hons)

Certifications

- Masters of Stock Management**
Basic stock course offered by Bombay stock exchange including 15 hours of live trading.
- Basic Mountaineering Course**
Basic orientation and skills in rock craft ice craft, expedition and wilderness survival.

Skills

- Vendor management
- CRM systems
- Ms Office
- Client relationship management

Professional Summary

- Pro-active and performance-driven Client Associate who excels at developing and maintaining relationships with clients and providing exceptional service to them. Effective team player and communicator offering business solutions and the important ability to function well in fast-paced business environments.