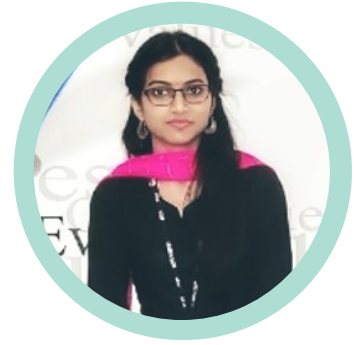


SUREKHA RATHOD



Contact

Pune, India 411006
9960825549
rathodsurekha000@gmail.com

Skills

- Excellent Communication
 - Customer Service
 - Microsoft Office
 - Critical Thinking and Problem Solving
 - Domain Knowledge
 - Client relationship management
 - Process compliance
 - SLA Management
-

Education

Arihant Collage of Art,
Commerce and Science
Pune
Master of Science:
Computer Science
2018

Professional Summary

Knowledgeable **Senior Process Executive** with over **4 years** of experience bringing planning and problem solving abilities. Adept at identifying, diagnosing and resolving complex customer issues. Client-focused and solutions-oriented with strong analytical mindset to deliver product value proposition.

Experience

Senior Process Executive

Infosys BPM Limited | Pune, India | Jun 2018 - Jun 2022

- Communicated with different customers to understand customer needs and how to improve company processes and increase effectiveness.
 - Responded to customer inquiries via phone, email, and chat support.
 - Investigated basic issues and escalated more complicated concerns.
 - Effectively managed high volume of (15 to 20 tickets per day) generated by customers via Salesforce and PEGA.
 - Maintained overall accuracy of our SLA(Service Level Agreement) with our clients to ensure all contractual deadlines being met.
 - Mentored and trained junior team members, resulting in improved performance and knowledge transfer within team.
 - Conducted comprehensive data analysis, generating actionable insights to support data-driven decision-making.
 - Managed portfolio of client accounts, ensuring high-quality service delivery and maintaining exceptional client satisfaction.
-

Nowrosjee Wadia
College
Pune
Bachelor of Science:
Computer Science
2016

Accomplishments

- Recognized with **Spot Award** to reward and recognize exemplary performance or commendable behavior of employees.
 - Recognized as **iSTAR** Award for outstanding performance and team contributions.
 - Used Microsoft Excel to develop inventory tracking spreadsheets.
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Certifications

Data Analytics Essentials Certification from Cisco

Additional Information

- **Technical Skills:**
 - MS Office: MS Excel, PowerPoint, Outlook
 - Programming Languages: Java, C and C++, HTML, PHP
 - Database: SQL, MySQL
 - **Soft Skills:**
 - Communication, Time Management, Adaptability, Decision Making, Flexibility, Fast Learner
-

Languages

- English
 - Hindi
 - Marathi
-

Interests

- Artificial Intelligence
- Space Technology
- Reading fiction and self-help Books
- Film Music