

KANCHANA KANCHANA

kanchu_rukku20@yahoo.co.in

8123710591

DEDICATED PROFESSIONAL WITH GOOD EXPERIENCE AND PROVEN KNOWLEDGE OF CUSTOMER-DRIVEN MANAGEMENT. RESULTS-ORIENTED CANDIDATE WITH VAST EXPERIENCE STREAMLINING BUSINESS PROCESSES AND PROVIDING STRATEGIC DIRECTION IN SUPPORT OF ORGANIZATIONAL OBJECTIVES. PROVEN TRACK RECORD IN MANAGING COMPLEX PROJECTS AND LEADING TEAMS TO SUCCESSFUL PROJECT COMPLETION. SKILLED IN DATA ANALYSIS, PROBLEM SOLVING AND PROCESS IMPROVEMENT. EXPERIENCED IN USING VARIOUS SOFTWARE TOOLS, SUCH AS MICROSOFT OFFICE, TO DRIVE EFFICIENCY AND EFFECTIVENESS. RELIABLE WORKER WITH EXCELLENT COMMUNICATION, TIME MANAGEMENT, AND COMPUTER SKILLS. A DRIVEN AND DETAIL-ORIENTED INDIVIDUAL WITH A DESIRE TO USE ANALYTICAL AND PROBLEM-SOLVING SKILLS TO MEET GOALS. SUMMARY

WORK EXPERIENCE

DATA CENTER ASSOCIATE

April 2015

Accenture

About my current role: In my position as a Data Center Associate, I've completed many tasks and project work that provide valuable data for the leadership team.

As a Subject matter expert is to ensure the facts and details of the process are correct so that the project deliverable will meet the needs of the stakeholders, policies, standards and the best practices.

Monitoring the queues(inflow), allocating the headcounts accordingly, conducting team huddles and making a note of important points and sharing with the team through MOM. I am meeting production target consistently with quality and taking initiative to identify concern and mitigating the plan to make work easier convenient to deliverable by submitting Ideas, following the SLAs, helping the new joiners with their issues and concerns regarding process, provide expertise to fill knowledge gaps on a process and train the new buddies on queues, working closely with TLs to learn additional work like, working on bug cases (client escalated case), chart preparation , helping the team to meet expected work, participating in quality work and refreshers training, which can help to grow as individual and as well as a team. Undergoing cross-training in several area and flexible in shift timing, extending and work.

- Transactional processing – need to verify the transactions with regards to the regulatory requirements and policy requirements.
- Maintained accurate records of past due customer account activity.
- Effective liaison between customers and internal departments.
- Followed-through on all critical inter-departmental escalations to increase customer retention rates.
- KYC checks on customer documents issued by the Government as per the updates followed by the terms and conditions of the policy.
- Working knowledge of OFAC/Sanctions interdiction software and/or case management software a plus
- OFAC/Sanction: in addition to monitoring transactions for money laundering, banks also monitor transactions to ensure that they are not facilitating transactions with any OFAC sanctioned countries, entities, or individuals, Sanction departments include several functions that review, report, and determine if transactions run afoul of any OFAC guidelines.
- Live chat support for customer.

ENROLLMENT EXECUTIVE

September 2014 - April 2015

Taxi For Sure

Enrolment Specialist Responsibilities:

- Attaching the Vendors to company
- Handling questions, issues and providing detailed information on requirements and policies.
- Collecting information and qualifying candidates for the post,
- Ensuring that applications are completed correctly and that the required supporting documents have been provided.
- Entering, updating and reviewing data and records.
- Take booking from the customer.
- Handle the online bookings.

- Tracking the booking status.
- Providing guidance and recommendations to applicants and prospective candidates.
- Corresponding with applicants and prospective candidates.
- Processing enrolments and dis-enrolments.
- Assisting with billing and payment processing.
- Conducting information sessions.

September 2012 – November 2013

Process Developer | Thought Focus | Mysore

- Pull the data from the tool for Assigning.
- Investigate and resolve customer inquiries and complaints in an empathetic manner.
- Facilitated inter-departmental communication to effectively provide customer support.
- Communicating with the clients for their queries for customer documents through chat box.
- Contacting the customer for more details via email.
- Day end Report submitting
- Participated in brainstorming sessions with other team members in order to develop innovative ideas for improving current process or developing new ones.

PROCESS DEVELOPER

March 2011 - November 2013

Thought Focus

- Make outgoing calls to clients and customers to advertise product and services always.
- Respond to incoming calls from consumers who have questions or issues about a product and service.
- Market and sell product and services online to customers when suitable.
- Oversee the group of Telemarketers.
- Set organizational goals and objectives.
- Convincing customer into paid customer.
- Handling the customer profile.
- Solved unresolved customer issues.
- Strong leader of customer support staff.
- Provided accurate, specific and timely performance feedback for CSRs.
- Managed work flow to exceed quality service goals.
- Meet Daily Targets with effective.

EDUCATION

DIPLOMA IN COMMERCIAL PRACTICE

May 2009

JSS POLYTECHNIC FOR THE PHYSICALLY CHALLENGED | MYSORE

Business communication and management, E-Commerce and Internet, MS-Office, Secretarial practice, Short-Hand, and Typing.

DEGREE - B.COM

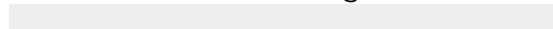
June 2011

KARNATAKA STATE OPEN UNIVERSITY | MYSORE

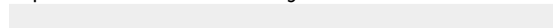
Accounting, Business Management, E-commerce and internet.

SKILLS

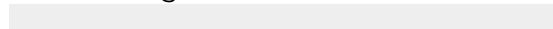
Effective Workflow Management



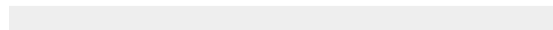
Operational Efficiency



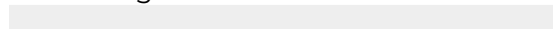
Time management



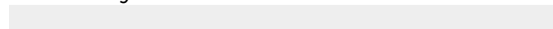
creative solutions



Motivating



Flexibility



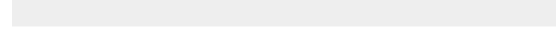
Customer Focused



Good Communication



Adoptability



LANGUAGE

- Kannada
- English
- Tamil
- Telugu
- Hindi

RECOGNITION

- Star business awarded by Accenture
- The Elements- Wind Award.