

RESUME

Name-Archana Rajaram kamble

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C/o Sunil Mahajan House,

Contact no - 7875049954

Sr.no.23/2/1B, Anand Park Ganapati Mitra Mandal

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Pune -411033

Objective-

I would like to work in a dynamic organization, where I can put my educational qualification my technical, personal & interpersonal skills to make use of my management skills and grow with an esteemed organization, which offers bright opportunities for career advancement. To make a career in an organization, where I can effectively utilize my expertise and contribute towards organizational goals. My endless energy and enthusiasm helps me to continually upgrade my knowledge and skill, which enables me to add more value.

Qualifications –

Degree	College/school/university	Passing of year
BA	Shivaji university Kolhapur	2010
HSC	Kolhapur board	2007
SSC	Kolhapur board	2005
MS-CIT	MKCL Board	2011

Relevant information –

Basic knowledge of tally E.R.P.9.0 (2011)

Proficient knowledge of MS. Word, M S Excel, and Power point.

Typing speed 40 WPM

Skill -

- ☐ Helping to people with queries and SOP review
- ☐ Ability to manage End to End transition process and operations
- ☐ Flexibility, adaptability & effective performance within deep changing and fast-paced environments
- ☐ Learning and Development
- ☐ Process Improvement
- ☐ People Management
- ☐ Quality Assurance
- ☐ Analytics

PROFESSIONAL EXPERIENCE

October 2021 to till date

Wipro HR Services Pvt. Ltd.

Assistant Manager

Roles & Responsibilities: -

- ☐ Individual contribution role in Annuity operation.
- ☐ New Business annuity process.
- ☐ Handling complaint email group mailbox for new business annuity, which includes email analysis, compliance review, and resolution and complaint issue analysis.
- ☐ Handling escalation of issues from clients, broker dealer and firms to providing appropriate solution within TAT.
- ☐ Promoting knowledge sharing activities by policy updates, error sharing quiz and test of understanding.
- ☐ Daily Interaction with clients through emails and calls to find out the root cause to enhance process improvement.
- ☐ Meet process deliverables, SOP reviews and implementation.
- ☐ Do a detailed RCA (root cause analysis) on all compliant emails and provide resolution within timeline.
- ☐ Manage and resolve escalations and issues raised by customers.
- ☐ 1st April 2022 to 8th May 2022 was on bench.
- ☐ 9th May 2022 joined HERE Account as PMO
- ☐ Creating and Maintaining DL .
- ☐ Handling asset allocation tracker
- ☐ Onboard and Offboard process.
- ☐ Maintaining mandatory training data for employee
- ☐ Creating work document and PPT.
- ☐ Creating financial reports.

March 2019 to October 2021

Cognizant Technologies Solutions

Senior Process Executive (SPE) Acting SME

Roles & Responsibilities: -

- ☐ Worked with Financial team as NIGO reviewer.
- ☐ Understanding the error and provide feedback to team member to correction on same day hence we can reduce the financial breakages
- ☐ Actively participated and completed 2 US Yearly Tax reporting seasons (1099R, 5498, W8, W9, Cost basis, Tax form review).
- ☐ Realizing process improvements, applying techniques to enhance productivity & profitability.
- ☐ Handling escalation of issues from clients and providing appropriate solution within TAT.
- ☐ Promoting knowledge sharing activities by policy updates, error share, quiz and test of understanding.
- ☐ Interact with customers (Internal / External) to meet process deliverables.
- ☐ 100% process adherence to transaction processing timelines to avoid backlog.

Achievements: -

- Got the management appreciation award in the July 2021 in Cognizant.
- Recognized higher contributor in audit with 100% accuracy.

March 2014 July 2018

TATA Consultancy Service Pune

Senior Process Executive

Roles & Responsibilities: -

- ☐ Worked as Process Associate with Indexing Team.
- ☐ Classify the paperwork and then Validate the request.
- ☐ Understand and Identify the request then send to particular department.
- ☐ Also worked with Cheque process with high dollar amount .
- ☐ And got chance to give training to my team member on cheque queue.
- ☐ Also got chance to give training to new employee on Indexing process.
- ☐ Report to the Team Leader on daily queue status and any escalations
- ☐ Cross trained for (LumSum) Financial team.

Achievements: -

- Rewarded from TIAA as Top Performer for 100% Accuracy and Higher no. Of audits for Feb 2016. In TCS
- Also, I got client appreciation in April 2016 and archived many star performer award from the Management.

- Oct 2012 Jan 2014

Neeeyamo Enterprises Solution Pvt. Ltd.

As Executive: -

Roles & Responsibilities: -

- ☐ Worked on Millennium Health Insurance project.
- ☐ It was claim process.
- ☐ Identify the Prescription and dose and then need to fillip the data and patient details.

May 2011 to Jun 2012

Anutara Balshikshan Prasarak Mandal Ich

Roles & Responsibilities: -

- Anutara is social work sanstha which is in Ichalkaranji and work there as Computer operator

Personal information –

Date of birth -24th Jun 1989.

Marital status – Single.

Nationality – Indian.

Language know-

English , Hindi, Marathi.

Declaration -

I hereby declare that all information is true & correct to the best of my knowledge & belief.

Date:

Place:

Archana Kamble

