

Resume

Raziya Sultana,

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Career Objective:

Seeking to be a part of leading organization where my knowledge and skills would be needed and help me to realize my full potential and contribute my best to the field I am working in and fulfill my desire to grow in my career.

Educational Qualification:

- Post Graduate in Masters of Business Administration(MBA) in Human Resource(HR) from Shadan College of Engineering & Technology, Khairthabad in 2016.
- Degree in Bachelor of Technology(B.Tech) from CMR Institute of Technology, Medchal in 2013.
- Intermediate from MNR Jr.College, Ashok Nagar in 2009.
- SSC from MNR High School, Ashok nagar in 2007.

Technical Skills:

- **Languages** : C, HTML
- **Others** : MS Office, Good Typing Speed..

B.Tech Projects:

Major Project :-

- ❖ **Title** : **Ring Mode**
- ❖ **Description** : The main objective of this project is to change the mode to ringing or silent or vibrate whatever we want. One of the fastest growing industries now-a-days is mobile industry.. Our project aims change the mobile mode in a mobile phone using the latest technology in the market namely Google Android SDK.
- ❖ **Technologies used** : Java, Android, SQLite.

Minor Project :-

- ❖ **Title** : **Development of E-Post Office System**
- ❖ **Description** : The E-Post Office System is the shopping portal of the world renowned postal service on the internet & an additional distribution channel.
- ❖ **Technologies Used** : Java, HTML, Javascript

MBA Project:

- ❖ **Title** : **Welfare Measures of Employees**
- ❖ **Description** : The Project was basically done to find out the present satisfaction level of the employees regarding the welfare measures.

Professional Work Experience:

1. In Cognizant Technology Solutions as a Process Associate (1yr, 3M)

I have worked with Cognizant Technology Solutions as a Process Executive from 20th Oct'17 to 25th Jan'19 as a Contractor from Hucon Solutions Ltd. I worked on Google relationship management for AdWords.

Organization : Cognizant Technology Solutions
Duration : 20th Oct 2017 – 25th Jan 2019(1Yr, 3Mnths)
Designation : Process Associate
Process Name : Triton (Google Adwords) [Non-voice]

Process Description:

- Rolling up the Customer's Adwords Account to the Correct Company.
- Identifying the Hierarchy of the Company(Parent- Subsidiary)
- Identifying the Duplicate Companies in the Data Base & Merging them after cross checking the accounts.
- Creation of New Companies and Setting the Hierarchy in the Data Base.

2. In Genpact as a Process Associate(9M)

I have worked with Genpact as a Process Associate from 28h Nov'2022 to till date. I worked on Google relationship management for GPay.

Organization : Genpact
Duration : 28th Nov'2022 – till date
Designation : Process Associate
Process Name : Google Pay (Voice)

Process Description:

- Solving the Customer queries.
- Giving the resolutions on call.
- Meeting all the parameters. (Customer's satisfaction, targets, AHT, SSR)
- Handles the abusive & irated customers with calm & patience.
- Worked with curiosity & integrity.

Personal Skills:

- ❖ Good analyzing capability of intricacies of a particular event.
- ❖ Flexibility to adapt to new technological environment.
- ❖ Ability to work with a team, Good communication and interpersonal skills.
- ❖ **Languages known** : Urdu, Hindi, English, Telugu.

Achievements:

- ❖ Certificate achieved in outdoor game called kho-kho in 1st year Intermediate (2008) at MNR Jr College.
- ❖ Certificate achieved for Paper Presentation on Topic Called ‘Finger Print’ at St. Peter’s Engineering College.

Co-Curricular Activities:

- ❖ Presented a paper at ST. Peters Engineering College for a National Level Tech Fest “SPECFIESTA 2K12”.
- ❖ Participated in sports at MNR Jr. College & also at CMR Institute of Technology.

Personal Details:

Name	:	Raziya Sultana
Father name	:	Naseer Uddin (Allwyn Retired)
Date of Birth	:	18 th Aug.
Gender	:	Female
Nationality	:	Indian
Religion	:	Islam
Marital Status	:	Divorced
Hobbies	:	Doing Household chores, Watching Reality Shows & Horror movies, listening to music.

Declaration:

I hereby declare that the fact and figures furnished above are true to the best of my knowledge and belief.

Date:

Place: Hyderabad

(Raziya Sultana)