

**Soghra Rahman**  
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Phone No: +91 8520022118  
Location - Hyderabad

## **SUMMARY**

Experienced Process Associate with a demonstrated history of working in the information technology and services industry. Skilled in Computer Network Operations, Microsoft Excel, MS Word & MS PowerPoint. Holds MBA - Finance from Osmania University.

## **EDUCATION**

- Masters in business administration/finance – Osmania University (2015)
- Bachelor Of Commerce -St Josoph Junior and Degree College
- Board Of Intermediate Education (CEC) – International Junior College
- Board Of Secondary Education-Diamond Jubilee High School

## **WORK HISTORY :**

**Cognizant. Hyderabad Nov 2021 to Nov 2022**  
**Process Executive – Data (Non-Voice Process)**

### **Responsibilities:**

- Meet /exceed all defined sla's of the process (quality, tat etc) as agreed with the client
- Ensure compliance of all process requirements is not less than 100%.
- Ensure individual productivity levels are achieved as per the targets set year on year.
- Meet process SLAs / metrics – productivity and quality targets within the established timelines.
- Meet internal process metrics as defined.
- Complete all mandatory assessment/ certifications as applicable.
- Raise process related issues / concerns on time with process and team leads.
- Respond to data requests and process predefined number of transactions as assigned.
- Perform data entry of employee data base.
- Ensure process guidelines are followed and met as documented
- Stay updated with the process knowledge / changes
- Refer to knowledge updates/ repositories to effectively process transactions.
- Complete mandatory training for self as identified
- Participate and contribute to organizational activities.
- Record own attendance and time sheet related data.
- Payroll processing
- Contribute and participate proactively in knowledge sharing sessions.

## **PERSONAL SKILLS:**

- Ability to communicate effectively and meticulously
- Quick learner
- Can work effectively in team as well as individually

**PERSONAL PROFILE:**

NAME	:	<b>Soghra Rahman</b>
Father's Name	:	Abid Shafiur Rahman
Date of Birth	:	20-01-1988
Languages known	:	English, Urdu & Hindi
Nationality	:	Indian
Sex	:	Female
Religion	:	Muslim
Marital Status	:	Married

**DECLARATION:**

I do hereby confirm that the information given in this document is true to the best of my knowledge and belief.

Date:

Place:

**(Soghra Rahman)**

