

# Akshit Wadhawan

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## EDUCATION

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**ICFAI University, Jaipur** **March 2016 – May 2019**  
**Bachelor of Computer Applications | BCA**

- CGPA: 7.60/10
- Relevant Coursework: Reserach, Data Analysis, Programming

**Rajasthan Board of Secondary Education (RBSE) | XII** **March 2015 – May 2016**

- Aggregate Percentage: 62%
- Subjects: Physics, Chemistry, Mathematics

**Rajasthan Board of Secondary Education (RBSE) | X** **March 2012 – May 2013**

- Aggregate Percentage: 76%
- Subjects: All Subjects

## WORK EXPERIENCE

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**Genpact India Private Limited, Jaipur** **July 2021 – Nov 2022**  
**Process Associate**

- Process loan disbursement and audit banking transactions for National Australian Bank. Review loan documentation and verify that all necessary information and approvals are in place before disbursing funds.
- Review loan documentation and associated paperwork to ensure accuracy, completeness, and compliance with internal and regulatory requirements. This includes verifying loan agreements, security documents, and other supporting documentation.
- Conduct regular reviews and audits of drawdown processes and documentation to ensure accuracy, efficiency, and compliance with established guidelines. Identify areas for improvement and propose solutions to enhance operational effectiveness.
- Collaborate with internal stakeholders and communicate with clients to address any drawdown-related inquiries, concerns, or any issues.

**Teleperformance, Jaipur** **Feb 2023 - Present**  
**Process Executive**

- Actively listen to guests' concerns or issues and work towards finding satisfactory solutions. Handle guest complaints or conflicts with professionalism, empathy, and a focus on ensuring guest satisfaction.
- Assist the guest with any technical issues related to online booking, website navigation. Provide guidance on using Hilton's loyalty program and assist with account related inquiries via email support.
- Ensure to keep updated on hotel policies, procedures, and services to provide accurate information to guests. Adhere to privacy and data protection guidelines when handling guest information.
- Strive to exceed guest expectations and ensure a positive and memorable experience. Solicit guest feedback, monitor guest satisfaction metrics, and take appropriate actions to address any areas of improvement.

## SKILLS & CERTIFICATIONS

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- Quality Assurance
- Business Process Management
- Microsoft Office
- Data Analysis
- Collaboration
- Communication Skills
- Business Banking

## CO-CURRICULAR ACTIVITIES

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- Achieved Python Certificate from Hackerrank.
- Complete Crash Course on Python offered by Google.
- Attended Web Development Workshop by C-DAC at University.
- Completed Basics of Business Analysis Course by Simplilearn.

## LEADERSHIP EXPERIENCE

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**ICFAI University, Jaipur**  
**Sports Volunteer**

**May 2018 – May 2019**

- Good Internal team player
- Ability to manage a team effectively.

## AWARDS & ACHIEVEMENTS

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**Winner at Quiz Competition**

**May 2018**

- Won 1<sup>st</sup> Prize at Science Symposia Quiz Competition held at ICFAI University
- Achieved 3rd rank in running competition.