

# PRAGYA GUPTA

## Address:

#255/128, Kundri Rakabganj,  
Shastri Nagar Lucknow (226004)

**Email:** gupta.pragya1114@gmail.com

**Mob:** 6392638233

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## ABOUT:

Looking for a challenging career which demands the best of my professional ability in terms of technical and analytical skills, and helps me in broadening and enhancing my current skill and knowledge. I intend to contribute positively towards the growth and prosperity of the company.

## Career Objective:

Goal-driven Banking Professional well versed in managing divers customer needs with speed & efficiency - Maximizing Satisfying bank revenue through hand-on service & support, knowledgeable product recommendation & persuasive Communication skills. Accomplished Banking Professional bringing 3+ years progressing experience establishing & Servicing accounts. Proven skills in build long-lasting relationship by applying strong communication, critical thinking & Planning ablates. Veteran banking professional dedicate to learn business success.

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## WORK EXPERIENCE:

### Genpact India Private Limited

Senior Process Associate | 16 May, 2019 - Present

- Transaction Processing according to standard work & SOP.
- Prioritize transactions according to detailed guidelines to meet SLA.
- Plans and prioritizes task and work responsibilities to achieve objectives.
- Comprehending and responding to customer inquiries, identify research and seek the issues.
- Assist with perform other team tasks as required.
- To create and provide Audit certificates to the client for the purpose of ITR filing at the end of every financial year.
- Maintain key records like working files, email for reference and purpose.

### Teleperformance

Customer Care Executive | 06 May, 2018 - January, 2019

- Chat with Customers/Verizon typing fast and accurate to customers Accomplishments, Resolving customers concern skills Used Connection, Resources.
- Keeping in contact with customers through email and taking phone calls to resolve issues.
- Assisted customers with their online orders and ensured they got they were looking for.

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## EDUCATION:

- BCA (2014 -2017) from Babu Banarsi Das University
- INTERMEDIATE (2013 -2014) from Pioneer Montessori Inter College, Lucknow UP Board.
- HIGH SCHOOL (2011 -2012) from Pioneer Montessori Inter College, Lucknow UP Board.

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## SKILLS:

- Computer literate(competent in MS Office applications such as Word, Excel and PowerPoint.
- Basic knowledge of SQL and OS.
- Core Knowledge of Internet and Network

## CREDENTIALS:

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- Positive attitude and optimistic by nature
- Submissiveness to the team leader
- Strong verbal and communication skills
- Ability to cope up in any situation
- Team-building Skill, Committed
- Fast learner and Determined
- Self-motivated and Confident

## ACHIEVEMENTS:

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- I received 3 times Bronze awards for contributing the highest percentage to churn the volume in peak period.
- Received Silver award in RNR
- I received numerous appreciation from the customers and developed a deep domain knowledge.
- I received Gem award from Onshore Site.

## HOBBIES AND INTEREST:

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- Playing Badminton
- Watching Movies, TV series.
- Listening to Music.
- Travelling.

## VOLUNTEER EXPERIENCE:

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- College **Cultural Fest**
- Part of my college **Placement Team**.

## PERSONAL DETAILS:

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Mother's Name	Pragya Gupta
Father's Name	Rajendra Kumar Gupta
Nationality	Indian
Date Of Birth	14 Nov 1995
Gender	Female
Marital Status	Single
Languages known	English and Hindi

## DECLARATION:

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I hereby declare that all the information mentioned above is true to the best of my knowledge. I will make it my earnest endeavor to discharge competently and carefully the duties you may be pleased to entrust with me.

Place : **Lucknow**

**(Pragya)**