

# SNEHA GUPTA

Process Associate

## Contact

8240599574

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## Education

Vinayaka Missions Sikkim  
University  
Bachelor of Arts  
70%

## Key Skills

Communication  
MS Office  
Time Management  
Quality Assurance  
Multitasking  
Team Handling

## HOBBIES

TRAVELLING  
COOKING  
ART  
PLAYING BASKETBALL

## Objective

Dedicated Process Associate with a proven track record of enhancing operational efficiency through process analysis and optimization. Seeking to apply my skills in streamlining workflows, improving productivity, and contributing to the overall success of a dynamic team.

## EXPERIENCE -

JULY 2022 - SEPTEMBER 2023

PROCESS ASSOCIATE | **Wipro Limited**

- Monitored dashboard for better productivity
- Coordinated with the onshore leads and clients
- Trained and mentored new team members about the project to promote productivity
- Excelled working in tools like Zendesk, Yardi and CRM
- Created tickets and assisted customers to resolve the issue.

August 2021 - March/2022

ADVISOR | **Concentrix**

- Responded to customer's concern and resolve it with best possible resolution
- Resolved customer's concerns through different channels like calls, chat and e-mail.

JUNE 2020 – APRIL 2021

CUSTOMER SUPPORT EXECUTIVE | **TECH MAHINDRA**

- Made inbound and outbound calls to resolve customer's issues
- Assisted customers with product adoption and concerns
- Promoted customer success