

# Syeda Ruhina Ahmed

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## PROFILE

Process trainer having more than four years' experience in various settings, teaching both large and small groups in different locales. 100% success rate in designing, developing, and delivering effective training programmes while incorporating educational technologies to provide both on-site and virtual training. Capable of organizing and directing team-building activities and training sessions for client & higher management.

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## EDUCATION

**Dr. B.R. Ambedkar Open University Hyderabad India January 2020 - June 2022 Masters in Zoology**

**Concentration:** Zoology & Aquaculture

**Osmania University Hyderabad India**

**Bachelors in Genetics June 2017- March -2019 Concentration:** Genetics, Zoology & Chemistry

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## WORK EXPERIENCE

- **Cognizant Technology Solutions (Google Maps) India**

**Global Policy Specialist**

**January 2023 – September 2023**

- o On a daily basis, responded to product related policy queries Globally covering sites: HYD , DUB, TOK, KUL and MNL
- o Conducted an extensive analysis of public relations policies and PII risk management strategies; identified areas of weakness and implemented revised policies, reducing potential data breaches by 50%
- o Overseeing implementation of new policies by collecting the data about the operational impact of any changes
- o Suggesting improvements by bringing in 80–90% of user happiness while highlighting around 25% of the effects of prior policies in data reports.

- **Cognizant Technology Solutions (Google Maps) India**

**Process Trainer**

**December 2022 - November 2021**

- o Facilitated 15+ New Hire Training batches comprising of 20-25 new joiners in each batch
- o Conducted 10+ training interventions to mitigate the errors by bringing in 80 -90% improvement
- o Designed more than 50 different kinds of material, including screencasts, crispers, GIFs, and decks.
- o Overall trained 600+ operators in cross trainings and workflow trainings

- **Cognizant Technology Solutions (Google Maps) India**

**Senior Process Executive**

**November 2021 - April 2021**

- o Handling PO issues and concerns by providing resolutions per policy
- o Maintained user satisfaction with forward thinking strategies focused on addressing user needs and

resolving concerns

- **Cognizant Technology Solutions (Google Maps) India**

- Quality Analyst**

- March 2021 – March 2020**

- o Provided regular updates to Team Leadership on Quality metrics by communicating consistency problems which helped in 70-80% of error reduction
    - o Delivered exceptional training and hands on motivation to 50+ team members to enhance 100% user satisfaction
    - o Created and carried out test plans to make sure to bring down the escalation by 50%

- **Cognizant Technology Solutions (Google Maps) India**

- Process Executive**

- February 2020 - August 2019**

- o Managing 100% user calls and providing support over calls and chats and updating accurate business information in Google Maps Front
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## **ACHIEVEMENTS**

- Always striving, never settling
    - o For the dedication, enthusiasm and commitment show
  - Seeking data, building knowledge
    - o For being an exceptional performer
  - Working as one
    - o Driving operational excellence
  - Fantastic Trainer Skills
    - o For training delivery, governance and reporting
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## **VOLUNTEER EXPERIENCE**

- **CTS Google Maps, Hyderabad, India**

- Process Trainer, Google Manila Team**

- o Facilitated 5+ New Hire Training batches comprising of 25-30 new joiners in each batch
    - o Developed 25+ training content to address skill gaps in operators

- **CTS Google Maps, Hyderabad, India**

- Process Trainer, Google Manila Team**

- o Initiated a decision tree dashboard “Jupiter” in coordination with the PEX and Engg Team to bring down the error trend by showing 100% improvement

- **Cognizant Technology Solutions Hyderabad, India**

- Outreach, Cognizant Team**

- o Volunteered in three separate communities' social initiatives programmes that benefited more than 50 people
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## **ADDITIONAL CERTIFICATIONS**

- CREST Trainer Development Program – July 2022
  - Six Sigma, White Belt – January 2023
  - Email Etiquette – March 2023
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## **SKILLS**

- Content Creation using all different apps like Canva, Wix etc.,
  - Professional document production with Microsoft Word & Excel
  - Collaborative document and spreadsheet creation and editing with Google Docs and Sheets
  - Planning & Coordination
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## **TOOLS**

- Supermario
  - Buganizer & Guts
  - Pushpin – Beta, Legacy, Dev, Experiments, Issue Admin
  - Speakeasy
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## **INTERESTS**

- Content Creation
- Data Analysis
- Blogging