PRANIDHI

Process Developer – Genpact

Bengaluru

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A highly organized, self-motivated and hard-working individual with an overall 5 Years of professional experience in handling customer escalations and end user's issue with the business.

WORK EXPERIENCE

Process Developer   **Aug 2018 - Present**
Genpact India

- Working as a Level 2, Escalation Handling Manager (EHM) in a process to resolve the end user's issue, subject Matter Expert (SME), client interaction and worked closely with cross functional team.
- Managing irate customers and legal threats cases escalated to EHM. Co-ordinate with overseas depot team to resolve courier and replacement related issues.
- Mentoring new joiners about the end-to-end process.
- Work with the shipping team and arrange for shipment for the parts, if available in the inventory.
- Managing the shipping documents with shipping team to ensure customer's satisfaction.
- Preparing monthly balance sheet and interacting with western union bank to avoid any issues with the payments/refunds.
- Ensuring the confidentiality of the customer credentials while handling the refunds cases.
- Motivating the team to perform up to the mark.
- Regular meeting with the client/inventory team to keep the details up to date with latest changes/updates in the process.

Seema Honda Automobiles   **22nd May - 30th June (2017)**
Automobile Industries
Summer Internship

- Training Impact on Employee's Development:

  o To understand the impact of training on employee's development to improve effectiveness and efficiency of employees.
  o The internship helped me to understand how training and development helps boost the employee productivity.

EDUCATION

PGDM   **2018**

Jain institute of management and entrepreneurship
- Specialized in Human Resource & Marketing – 70%

B.Com (Accounts. Hons)   **2016**

Gaya college, (Magadh University Gaya)
- Specialized in Accounting - 70%

SKILLS

- Management
- Leadership
- Training
- Communication
- Problem Solving
- Decision Making
- Emotional Intelligence
- Salesforce
- Depot Management System
- Microsoft Tools (Excel, Word, Powerpoint)

INTERESTS

- Singing
- Traveling
- Art and Decoration
- Pets Care

CERTIFICATIONS

- Data Bridge lean
- Lean Six Sigma (Beginners)
- Collaboration Tools & Method

LANGUAGE

- Hindi
- English