



# Payal Kori

## Quality Analyst / Financial Analyst

### My Contact

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### Skills

- Microsoft Excel
- Microsoft Word
- Microsoft PowerPoint
- Financial accounting
- Business valuation
- Market Research
- Good Communication
- Observation
- Soft Voice
- Multi-tasking

### Education Background

- Faculty of Commerce, MS University  
*Bachelor of Commerce*  
Completed in 2014
- C.H Vidhyalaya, GSHEB, Vadodara  
*HSC*  
Completed in 2011
- C.H Vidhyalaya, GSHEB, Vadodara  
*SSC*  
Completed in 2009

### Language

- English
- Hindi
- Gujarati

### About Me

Dedicated and detail-oriented Quality/Financial Analyst with 3.6 years of experience. Eager to work in an organization where I can learn and excel in Finance Operation processes, a job that provides me a scope for growth in the financial vertical.

### Professional Experience

**Elightwalk Technology Pvt. Ltd.** | Quality Analyst  
*1st December 2022 – Present*

**Process:** Technical: Software Manual Testing  
Non-technical: Validating contract details

Key responsibilities:

- Test application and website by different methods.
- Test scenarios and Test cases preparation.
- Preparing test data sheet of manual testing and send to Developers.
- Validating and filling details of different contracts and their parent contracts i.e. Vendor details, Insurance, Payrolls, etc.

**Intelenet Global Services Pvt Ltd** | Customer Service Associate  
*07th October 2015 – 2nd March 2018 ( 2.5 Years)*

**Process:** State Bank of India – Loan Information (Calculating Loan details and explaining to the SBI customers).

Key responsibilities:

- Calling back to the customers who are seeking information regarding loans from Internet, SMS and SBI Applications. E.g. Inquiry regarding Home Loan, Car Loan and Personal Loan.
- Inquire the customer's income and explain all the details from start to end regarding the loan, i.e. Interest, EMI, tenure, pre-payment closure, subsidy, other offers, etc.
- Calling customers for the loan recovery.
- Helping team mates on their queries and doubts.

**Serco Global Services** | Customer Service Associate  
*09th May 2014 – 29th November 2014 (7 Months)*

**Process:** State Bank of India – General Inquiry

Key responsibilities:

- Attending customers calls regarding SBI general information.
- E.g. Card blocking request, Salary credit inquiry, Different Cards inquiry, Loans inquiry, etc.