

JENCY CS



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OBJECTIVE

A flexible and experienced applicant looking for a chance to implement the communication and organizational abilities I've acquired via involvement in management experience. I successfully juggled my education, work, and other obligations, demonstrating my independence, organization, and ability to function under pressure.



EDUCATION

B.A. English for Global Business Context | Dr.G.R. Damodaran College of Science

From June 2014 to April 2017 passing with 73%

Course: A course with a diverse curriculum that includes journalism, management, communication, and the arts.

Higher Secondary School Certificate | St. Marys' Girls Higher Secondary School

From June 2012 to April 2014 passing with 84.5%

Secondary School Leaving Certificate | Sacred Heart Matriculation Higher Secondary School

From June 2011 to April 2012 passing with 86.2%



EXPERIENCE

Senior Process Executive | Cognizant Technologies and Service Pvt. Ltd.

From October 25, 2018, until present

Process: Cigna.

Job Role:

- ✚ Business-to-Business, US Healthcare process.
- ✚ Responsible for making calls to Hospital and Clinics for follow up regarding medical record request after initial submission of request
- ✚ Check for additional documents
- ✚ Check turnaround time and update call outcome on the client application
- ✚ Regular follow-up on Call to be made until the request is closed

Process: HIGHBOURNE

- ✚ A UK-based business engaged in the plumbing and heating industry.
- ✚ Locating URLs and developing a product-based information system for plumbing and heating items with pertinent Features and Specifications to make it simpler for customers to buy the products.

Process: WALMART

MINT - Job Role:

- ✚ US E-Commerce Process, Data Work for the Walmart
- ✚ Evaluating and comparing the data with that of rival websites to see whether the information is accurate in accordance with the guidelines offered.

IAE (Item Attribute Extraction) – Job Role:

- ✚ US E-Commerce Process, Data Work for the Walmart.
- ✚ Classifying the goods (Attributes) and things in accordance with the guidelines offered, which can be utilized to offer a useful method for buyers to derive the goods.

CONTENT ACQUISITION – Job Role:

- ✚ Analysing the products and exploring attributes of a particular product to place them in the appropriate in the catalogue
- ✚ Exploration – Exploring the product and its specification
- ✚ Tagging – Tagging the pr

Cross-Trained Project:

- ✚ Walmart – **GROOT**: In this US E-Commerce project, the key task was to identify the product and add it to the appropriate search path so that buyers could find the required things they were looking for

Customer Service Executive | Concentrix Daksh Services and Pvt. Ltd.

From May 16, 2017, to May 06, 2018.

Process: Etisalat.

Job Role:

- ✚ Business-to-Customer, UAE Telecommunications process
- ✚ Tele-Communication customer service along with Semi-Technical
- ✚ Delivering effective packages for consumers to utilize with additional benefits for their internet, mobile devices, and residential Wi-Fi connections, as well as assisting customers in resolving their communication-related concerns.



STRENGTH

- ✚ Adapting to work in all environment and situations.
- ✚ Good communication and written skills.
- ✚ Good analytical and problem-solving skills.
- ✚ Good knowledge in MS-Office,
- ✚ Good Knowledge Corel Draw and Adobe Photoshop.



SKILLS & ABILITIES

- ✚ Organizing & Motivation skills.
- ✚ Quick Learner and Ability to work as a team.
- ✚ Solution oriented approach.
- ✚ Target and time oriented.
- ✚ Trying best to pull out the perfection in everything



FIELD OF INTEREST

- ✚ Volunteering and community involvement
- ✚ Travelling
- ✚ Reading Books
- ✚ Gardening
- ✚ Pet Care
- ✚ Music



PERSONAL DETAILS

- ✚ Date of Birth : August 14, 1996.
- ✚ Language Known : English, Malayalam, Tamil [Read/Write/Speak]
- ✚ Husband's Name : Jibin Jacob
- ✚ Nationality : Indian
- ✚ House Name : Paremakal House.



AVOWAL

The information specified here is true to the finest of my comprehension and I will be solely responsible for any discrepancy found in them.

Bangalore
Date:

Yours Sincerely,
Jency CS