

RESUME

Gouri Mounica

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Career Objective:

- To pursue a challenging career that gives me ample of opportunities which I can take up with utmost enthusiasm, apply and enhance my knowledge. I have a profound interest and innate zeal to work with an organization which gives me complete scope in using my skills and helps me grow along with the organization.

EDUCATIONAL DETAILS :

- Bachelor of Sciences from Hindu Degree College, with major subjects as Statistics, Computer Science and Mathematics in the year 2015.
- Intermediate from Sri Chaitanya Jr Kalasala, with major subjects as Mathematics, Physics and Chemistry in the year 2012.
- SSC from Fr. Roch Memorial High School in the year 2010.

SKILL SET

- Adaptable, Versatile, Innovative, Alternate Thinking, Self- Confident and Team-Worker.
- Capable to work under pressure and excel as a team.
- Excellent Written and verbal skills.
- Organizational and follow up skills.

- Problem solving and critical thinking skills.
- Knowledge of US Mortgage Process.

PROFESSIONAL EXPERIENCE:

- Organization : Cognizant Technology Solutions
- Duration : Since 6th September 2016 till date
- Position : Process Associate

JOB RESPONSIBILITIES:

- Currently part of Research team handling high level escalations routes.
- Actively engages and supports the on-going QC area/department efforts and project initiatives focused on process re-engineering and improvement. Resolves escalated issues.
- Responsible for the accurate and timely completions of all assigned regular audit projects and reports with in SLA.
- Making calls to US Tax Collectors to determine issues requiring close attention, identifies problems and works through to resolution.

ACHIEVEMENTS:

- Recognized as the Best Emerging Team Player.
- Was awarded “Voice Performer” for the 100% quality on calls made.
- Was awarded with “Spotlight” in every quarter.
- Got the highest rating in the team for 6 months consequently.
- Won Medal for the school topper in 10th standard. (2009-2010)
- Trained Classical dancer- Won many awards and recognitions till 10th standard.
- Won awards and certificates for Sports in Inter School competitions for 2 years.

PERSONAL DATA:

- Birth Date: 27/03/1995
- Sex: Female
- Nationality: Indian
- Languages Known: Hindi, Telugu, English

DECLARATION:

I hereby declare that all the information furnished above is true to the best of my knowledge and belief.

Date:

Place: Hyderabad

(Signature)