

UMAPRIYADHARSHINI SANTHANAKRISHNAN

Address: Plot No 1158, MGR street, MG city, Metha nagar, Kundrathur, Chennai-600069.

Mobile: 999-477-0715 Email address: umapriya1995@gmail.com

To work in a professional environment that provides opportunities to showcase the best of my skills and help me to add immense value to the business by exceeding expectations.

EXPERIENCE:

DATE FROM: JANUARY/04/2021 To DECEMBER/31/2021:

SENIOR PROCESS EXECUTIVE, COGNIZANT

- Provide ON Call clarification to the Doctor's regarding the Health Insurance for the patients
- Discuss the claims and benefits status with the doctor's

DATE FROM: JUNE /18/2019 To JANUARY /01/2021:

L2 (TECHNICAL SUPPORT ENGINEER), CSS CORP

- Provide Technical ON Call Support and Email Support
- Provide extensive support and resolution for customers in need
- Helping customers with the troubleshooting steps

EDUCATION:

MONTH & YEAR: MAY, 2017

DEGREE TITLE	B. TECH – Electronics and Communication Engineering
COLLEGE	Rajiv Gandhi College of Engineering and Technology, Puducherry
UNIVERSITY	Pondicherry University
CGP	8.63

MONTH & YEAR: MAY, 2013

DEGREE	HSC – Higher Secondary School
TITLE	
SCHOOL	Immaculate Heart of Mary Girls' Higher Sec School, Puducherry
BOARD	Tamil Nadu State Board Education
PERCENTAGE	86.5%

MONTH & YEAR: MAY, 2011

DEGREE	SSLC – Secondary Level School Certificate
TITLE	
SCHOOL	Immaculate Heart of Mary Girls' Higher Sec School, Puducherry
BOARD	Tamil Nadu State Board Education
PERCENTAGE	95.4%

SKILLS:**TECHNICAL SKILLS:**

- Basic knowledge on MS Office tools
- Good knowledge on Manual testing, Automation testing and SQL
- Basic knowledge on core Java

SOFT SKILLS:

- Quick learner
- Productivity skills, Problem-solving skills

ACHIEVEMENTS & ACTIVITIES:

- Awarded “Best Performer Award” with cash prize/Amazon gift coupons – CSS CORP
- Appreciated with good feedback and ratings given by the customers and managers
- Udemy Certificate of Completion 2020: Manual Testing

PERSONAL DETAILS:

- GENDER : Female
- NATIONALITY : Indian
- DATE OF BIRTH : 19 October 1995
- MARITAL STATUS : Married
- LANGUAGE KNOWN : Tamil, English

DECLARATION:

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

Umapriyadharshini