**RESHMA KHATOON**

Senior Process Associate

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Cell: 6291527902

Kolkata (West bengal)

Seekeing a career opportunity to utilized my knowledge and skills. Hard-working individual looking for a responsible position to gain practical experience. To gain interpersonal skills to achieve goals of a company that focuses on customer satisfaction and customer experience.

**Summary:**

* A professional with over 7.8 years of experience in TATA Consultancy Services Ltd in various projects and client handling.
* A good team member, critical thinker and a quick learner can develop useful expertise, and good produce significant contribution.
* Good proficiency in application reporting and presentation, team coordination and customer and client retention, relationship building.
* A sense of urgency, commitment and focus on the right priorities to develop solutions in a timely fashion
* An effective communicator with technical, reasoning and analytical skills.

**EXPERIENCE:**

**TATA CONSULTANCY SERVICES LTD. January 2014 till Present**

**Roles & Responsibilities:**

**Worked in various projects with different responsibilities as below.**

* Worked on US Mortggeser doc support by ifying each and clubbing dedocuments provided by borrower.
* Review and correction the Ad content of the customers.
* Provide reliable solutions to a variety of problems and follow-up for the client satisfaction.
* Review product and application information including manuals and brochures for technical accuracy.
* Mostly include in Linux, MYSQL, Service management, CyberArk tools. Working as a system engineer in Layer 7 support. Handling user and client ticket resolution and closer. Apart from that we provided support in various applications via call.
* Prepare MIS reports as per projects requirements.
* Provide knowledge transfer to new team members.

**CERTIFICATIONS:**

* Certification in DCA (Diploma in Computer Application). (2008)
* Lean six sigma green belt certification internal.(2018)
* Certification in Media & Print. (2015)
* ITIL Foundation Certification. (2018)

**IT SKILLS:**

» Possesses sound knowledge of Linux, Cyberark security, Service management, Azure support, MYSQL, SAP, CRM7, MS Office, Excel etc.

**Strengths:**

* Leadership, Strong Communication and Problem - Solving skills
* Presentation skill : Strong work ethics, Handling pressures, Critical thinking
* Professional email writing.
* Team coordinator: Team work and Ability to Meet Deadlines.
* Taking Initiative: Ownership and Accepting Responsibility
* Handling pressures, Critical thinking
* Relationship cultivation customer and client.
* Reporting and tracking.

**Achievements**:

• Promoted to the position of Process Developer in Aug 2015

• Awarded with performance linked Reward by management.

• Appreciated by management & Client for maintaining accuracy and TAT.

• Awarded with R&R several times.

• Awarded with Service & commitment Award in 2017 &

**Academic Qualification:**

* Graduate in B.com (Accounts Hons.) from B.S.K collage, Maithon, Affilated Vinoba Bhave University with 53% in 2013.
* 12th from from B.S.K collage, Maithon, Affilated to J.A.C. Board, Ranchi with 62.4 % in 2010.
* 10th from from High School Kumarhubi, Affilated to J.A.C. Board, Ranchi with 61 % in 2008..

**Interests:**

Singing,Cooking,Music.

**Personal Dossier:**

**Date of Birth :** 07th August, 1992

**Father's Name :** Jabbar Alam

**Languages Known :** Hindi, English,Bangla,Urdu

**Permanent Address :** Ali Mohalla,Shiblibari,PO:Kumardhubi, Pin:828203//

Dist:Dhanbad, State:JHARKHAND

**Declaration:**

I hope that my aspirations will find a suitable opening to develop a long-term relationship with your organisation. I

hereby declare that the above-mentioned information are true to the best of my knowledge.

Date:

Place: Signature