**Priyanka Gaherwar**

**Mobile : +91- 9021073276**

**Email ID : [Priyanka90gaherwar@gmail.com](mailto:Priyanka90gaherwar@gmail.com)**

**Location : Bangalore, Karnataka**

**SUMMARY:**

Thorough Senior Analyst with 7 years background in Technical Products. Excellent planning, organizational and communication skills. Self-reliant to perform analysis and make recommendations. Talented in customer support and client management.

**EXPERIENCE / EMPLOYMENT:**

**Organization : TATA CONSULTANCY SERVICES LIMITED| NAGPUR|**

**Experience : 7 YEARS**

**Designation : SENIOR ANALYST**

**Duration : February 2015 – till date**

**PROJECT DISCRIPTION:**

**GHD ULTIMATIX (IT/ADMIN SUPPORT) | FEBRUARY, 2015 – Till date**

**Role – SENIOR DATA ANALYST**

**Project Description:**

**International Reference Data (IRD)** – Internal IT, Helpdesk Support

**Responsibilities:**

* Validated results and performed quality assurance to assess accuracy of data.
* Mapped processes to holistically examine business flow and identify improvement opportunities.
* Delivered in-depth technical product training, imparting knowledge of best practices for protecting data and minimizing errors.
* Evaluated and adopted new technologies to address changing industry needs.
* Articulated viewpoints to management and led 2 projects in 5
* Offered internal and external customers first-rate customer service to maximize satisfaction and business success
* Achieved high satisfaction rating through proactive one-call resolutions of customer issues
* Increased efficiency and team productivity by promoting operational best practices.
* Quality auditing for the team, giving feedback and introducing maker/checker process for reducing the errors.
* Prepare daily EOD and SOD reports for the internal audits.
* Working as an internal QA and did focus audit for trainees and provided the feedback.
* Owned the process of attrition, SLA’s and KPI’s.
* Sorting and distributing incoming emails.
* Handling confidential information. Filing reports and information in the correct places.
* Typing memos and correspondence. Create, maintain, and enter information into databases.
* Set up and manage paper or electronic filing systems, recording information, updating paperwork, or maintaining documents, such as attendance records, correspondence, or other material.
* Operate office equipment, such as fax machines, copiers, or phone systems and arrange for repairs when equipment malfunctions.
* Schedule and confirm appointments for clients, customers, or supervisors.
* Locate and attach appropriate files to incoming correspondence requiring replies.
* Operate electronic mail systems and coordinate the flow of information, internally or with other organizations.
* Arrange conference, meeting, or travel reservations for office personnel.

**TECHNICAL EXPERTISE:**

* **Operating System -** Window 7,8 and 10

**ACADEMIC QUALIFICATIONS:**

* BBA - Nagpur University in 2013
* HSC - Maharashtra State Board Nagpur 2010
* SSC - Maharashtra State Board Nagpur in 2008

**KEY PERSONAL SKILL:**

* Good communication and inter-personal skills
* Flexible as per business requirement
* Good at building Corporate Relationship.

**PERSONAL DETAILS:**

* **Nationality**  : Indian
* **Gender**  : Female
* **Date of Birth**  : 13th Dec 1990
* **Social Status** : Married
* **Languages**  : English, Hindi, Marathi

**Declaration:**

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

**Date:**

**Location: Nagpur (Priyanka Gaherwar )**