**Priyanka. S**

Mobile: +91-9845967598

E-mail: priyamegha.priyanka8@gmail.com

**CAREER OBJECTIVE**

To secure a position in a team work environment, where my well founded administrative and organizational skills, fast learner qualities and the ability to take on new challenges can be used, for both business and personal development.

**KEY STRENGTHS**

* Good communication skills and writing skills
* Positive and self-motivated
* Initiative and hard worker
* Adaptable to the new environment
* Quick Learner and Good Team Player.
* Ability to Work under Pressure.
* An effective communicator with honed people management & coordination skills.

**PROFESSIONAL SUMMARY**

**Hinduja Global solutions: Sep 2011 to Oct 2018**

**Designation : Senior Process Executive**

* + Part of project ECHS
  + Handling escalations and driving them till closure.
  + Resolving the provider/member queries and client issues / queries
  + Verifying the payment details through ASD and Inquiry screens
  + Achieving targets with consistent quality
  + Prioritizing aged work tasks to minimize the inventory
  + Assigning the rework returns to individual bins
  + Mentoring team members as required
  + Handeld the new projects
  + Educating the team on new communications to meet the Quality or the Client expectation
  + Maintaining TAT on daily basis
  + Worked as a team within the correspondence department and other group
  + Take active participation in all kinds of quality programs.

**ACHIEVEMENTS**

* + Achieved 100% quality for consecutive 2 business years
  + Achieved the Top Gun award for more than 7 times in a business year.
  + Client Recognition for high production with 100% quality for the year of 2012, 2014 and 2015.

**TECHNICAL SKILL**

* Microsoft Office ( Excel , Power point, MS word)

**ACADEMICS:**

* **Bachelor of Business Management** from Bangalore University (2008 – 2011)
* **Pre University course**  from Karnataka State Education Board (2007- 2008)
* **S.S.L.C.** from board of secondary education (2004-2006)

**PERSONAL DETAILS**

Father’s Name : Shiva Kumar

Date of Birth : 26/04/1991

Gender : Female

Nationality : Indian

Marital Status : Single

Languages known : Kannada, English.

**DECLARATION**

I hereby declare that the details furnished above are true to the best of my knowledge.

**Date:**

**Place:** Bangalore  **[Priyanka. S]**