**Curriculum Vitae**

**Hemalatha V**

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**Career Objective:**

Interested in long term career in a trustworthy organization where, honesty, team effort, and hard work are recognized. To obtain a position & to develop my skill further as a good team player and to contribute provocative value to the organization.

**Educational Profile:**

**•**BSC : Bachelor of Science (75%).

**•**HSS : 10+2 (58%).

**•** SSLC : 10th Class (87%)

**Strengths:**

**•**Self motivate.

• Good Communication Skill.

**•** Adaptability to new environment.

**•**Quick learner in any field with Enthusiasm.

• Dedicated to providing and maintaining quality standard services in deadline-oriented.

**Technical Skills:**

**•** Good Knowledge ofCitrix Handling.

**•** Good Knowledge ofEmail Communication Handling.

**•**Good Working Knowledge of Windows XP, Windows 7.

**•** Good Working Knowledge of MS-Office (2003/07/10) MS-word, MS-Excel, MS-PowerPoint.

**Work Experience:**

**• Working For :** Accenture Services Pvt Ltd.

**• Joining Date :** Feb 26, 2015– Aug 26,2018

**• Designation :**Process Associate (Auditor, Trainer)

**• Applications :**EPDSV2(Enterprise Provider Data Systems V2) using Citrix

• **Project Details :**Working for PDM (Provider Database Management) as a processor cum auditor,where in processor role is toprocessDelegated requests of provider(Add, Update& Term) recordson database as requested by network management & auditor role is to audit the request processed by other processor to ensure the request delivered to client with 100% quality, at the other end also working on clarification through Onshoreteam & calling solutions to teamwhenever required by making outreach to provider office or network management if any discrepancies found in the given request.

Took additional effort in training new comers with process and pre-process skills

**Roles and Responsibilities:**

* Validating the details with respect to the specification
* Conducting daily refresher training regarding process update
* Maintaining the process quality to meet client’s expectations ,
* Auditing the transactions processed by the processor.
* Clarifications and Q-log to the clients.
* Working on checklist compliance and effeteness for each associate.
* Conducting process assessment and Cascading the process updates to the team.
* Sharing the completed files to onshore team viz email

**Achievements:**

• Process Stalwarts Awards.

• Best Processor Award of the team.

• Best Supporting Associate of the team.

• Best Auditor Award of the team.

**Personal Profile**

**First name**  Hemalatha V

**Lastname** Vasu R

**Languages** English,Tamil ,Telugu

**Nationality** Indian

**Religion** Hindu

**Date of Birth** 15-April-1994

**Current Address:**

Hemalatha V

No 37, Vivekananda Main Road,Sathya Nagar,,

Kolathur.

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Date: Thank You

Place: CHENNAI Hemalatha V