**Meena Johnson** H-no:73-23, Venkatapuram,

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secunderabad

# 7416406643

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# EXPERIENCE

**Genpact, Hyderabad—Process Associate(Google onsite)**

Feb 2018 to Feb 2020

# 2 years of experience

**EDUCATION**

**Vandana Degree college** — *B.Com*

**Vandana Junior Colleg**e -C.E.C

# PROJECTS

**Metamorphosis (Hitech management services)**

* Identifying hijackers and reporting it to Googlers for all Google accounts.
* Identifying the bugs in G-ADMIN and raising it to a developer in the Buganizer tool.
* Creating a Postmortem report and Handling it to Googlers.
* Communicating with the clients about the policy updates.
* Re-Reviewing the worked cases and giving feedback to the agents.
* Functional testing of the G-Admin and Redbull tool.
* Auditing all the cases worked by the agents.
* Conduction policy updates and refreshers
* Live audit sessions for bottom quartile to improve quality metrics.
* Presenting ideas and analysis directly to Googlers.
* Investigating Two step verification Google account thoroughly.
* Creating root cause analysis for errors and correcting it if found incorrect decision.
* Design risk models and operational processes that minimize risk and maximize trust in Google Products.

Achievements

* Achieved 4 Bronze and 2 Silver awards From the client.
* Star performer of the month for Few months

# SKILLS

Communication, Teamwork,

Risk analysis, Functional testing, Flexibility, Self-management, Leadership, Confidence

# AWARDS

Successfully participated in the ideation contest which gave me a Bronze award.

# LANGUAGES

English, Hindi And Telugu.

DECLARATION

I hereby declare that the above written particulars are true to the best of my Knowledge and belief.

DATE:

PLACE:HYDERABAD (Meena johnson)