**CURRICULUM VITAE**

C.V. HARINI,

Flat no : 121 Block C2,

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Sainikpuri ,Secunderbad

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***CAREER OBJECTIVE:***

To learn and function effectively in an organization and to be able to deliver till the bottom-line. To constantly upgrade my knowledge and skills and make a difference in whatever I do.

***EDUCATIONAL QUALIFICATION:***

* Schooling from kendriya vidyalaya
* Intermediate from APOSS
* Graduation from New Generation Degree College.

***Work Experience:***

**Cognizant Tech - Senior Process Executive (May 2018 Present)**

* Working as in Frontline Compliance Auditor for Google product- Gsuite.
* Revising if the Agents are compliant to the Organizations Compliance policy on parameters like internal information, SPII/PII data, Exposing customers data and many more.
* Considering all the key takeaways from the Control teams and Process control audit and incorporating in the query to match the upcoming reports, follow the audit requirements and have the job aids updated from time to time and make it available for the business to review.
* Creating internal dashboards using VBA along with MS-Excel as monitoring tools to maintain agents audit data to provide process insights. Drive process improvement initiatives to reduce manual efforts.
* Cultivating strong business relationships with the Program managers for Business development. Provide additional support as needed such as a training team and develop expertise in the team.

**Synchrony Financial (Mar 2016-Jan2018):**

* Working as Senior Customer Service Representative
* Answers incoming customer calls regarding billing issues, product problems, service questions and general client concerns.
* Update customer information in the customer service database during and after each call
* Work with the management team to stay updated on product knowledge and be informed of any changes in company policies.
* Impact the company’s bottom line by problem solving and turning frustrated clients into repeat customers

**YS Communications (May 2014-feb 2016)**:

* Worked as customer support and service executive.
* Assisting them with their queries.
* Cross selling the other facilities on the product.
* Explaining the process and the benefits to the customers.
* Acquisition of new customers.
* Following up with the Customers.

***Personal Achievements & Accolades:***

* Have participated in various sports and athletic events and won prizes in school.
* Actively participated in National DayParade.
* Participated in State and National level Dance competition.

***Technical Skills:***

* Good at power point presentation
* MS Word
* MS Excel

***PERSONAL DETAILS:-***

Father’s Name : Mr. C.M. Veeresh

Date of Birth : 06/12/1990

Place of Birth : Hyderabad

Nationality : Indian

Gender : Female

Marital Status : Married

Languages Known : English, Hindi & Telugu**.**

***LEISURE INTERESTS:***

* Shopping
* Cooking
* Gardening

# ***DECLARATION***

I hereby declare that the particulars of information and facts stated herein above are true, correct and complete to the best of my knowledge and belief.

PLACE: SEC.BAD SIGNATURE:

DATE: NAME: C.V. HARINI