**PATRA  NAGAPRIYA**

**Mobile**: +91-7794938598 **Email ID**: [pnagapriya9@gmail.com](mailto:pnagapriya9@gmail.com)

**CAREER OBJECTIVE**

To work in a firm with a professional work driven environment where I can utilize my skills and apply my knowledge which would enable me to grow while fulfilling organizational goals.

**WORK EXPERIENCE**

**Wipro Limited**

**Associate - Content Ops - (Aug 2021- June 2023)**

**Roles and Responsibilities:**

* Reviewing the tool based on the content labelling the jobs.
* Provided resolution to maintain the brand of the client and standards of the quality.
* Recognize violations and escalated issues timely.
* Offers insights to help and improve the support to the users.
* Ensured proper ongoing developments and updates on the automated tools.
* Involved in taking feedback for the bottom quartile associates and did quality analysis in improving their performance.
* Managed with Minutes of Meeting (MOM) of important tasks in project development life cycle.
* Provided Knowledge Transfer to the new associates and accumulated information between employees.

**GlobalLogic Technologies Private Ltd**

**Analyst - (Non-Voice) – (October 2018 - July 2021)**

**Roles and Responsibilities:**

* Worked on the RRT process.
* Worked for different Queues as per business requirement.
* Got awarded as the best employee for the month of October.
* Got recognized for taking team huddles when required.

**SKILLS SET**

* Basics In C- Language, Java

**BASIC ACADEMIC CREDENTIALS**

* Master of Business Administration (HR) from Priyadarshini Degree and Pg college.
* Bachelors of Science (MSC’s) from Sai Sudhir Degree College in 2018.
* Intermediate from New Chaitanya Junior college in 2015.
* 10th from St. Paul's High School in 2013.

**STRENGTHS**

* Good leadership skills
* Committed with ability to work well in groups
* Quick learner

**PERSONAL DETAILS**

Date of birth : 21-08-1997

Gender : Female

Nationality : Indian

Languages : English, Telugu, Hindi

Marital Status : Single

          I hereby declare that all the details mentioned above are true and authentic to the best of my knowledge.

Place: Hyderabad                    Naga Priya Patra