**Padmavathi Pavithra.G**

Seeking an opportunity with a global organization where I can contribute my knowledge and grow my skills as a team player, understanding work ethics, client satisfaction and leverage it to the benefit of my organization.

**EXPERIENCE**

**GoModer Solutions, Bengaluru previously known as Archwell solutions -Senior Analyst-Quality**

April 13-3022 – October 19 - 2022

➢ Identify the minimum quality requirements for respective process.

➢ Perform quality check and production as per the agreed quality check parameters

requirements.

➢ Provide constructive feedback to associates, track and maintain feedback received from

internal or external customers.

➢ Provide root cause analysis on feedback received from client.

➢ Identify and recommend actions to minimize errors, conducting monthly calibration calls

with operations and managements.

➢ Identify process improvements and automations.

Firstsource,Bangalore – Business support associate for freedom mortgage

April 16-2020-March 15-2022

➢ Identify and indexing documents in terms of their subject contents and maintaining loan document files via indexing files into

core imaging system.

➢ Process and monitor loan payoffs, adjustments and modifications.

➢ Assisted with escrow accounts and disbursements.

➢ Perform quality control review of the indexed docs for legibility and accuracy of the indexing.

First source, Bangalore -Customer support Representative for Sky Telecom

May16-2019- April 15-2020

➢ Inbound call process for TV technical assist

➢ Assisted in sales through service for Sky TV.

➢ Management of billing related queries .

**EDUCATIONAL QUALIFICATION**

# Siddaganga sree shiva kumara swamiji vidya peetha trust,.Bangalore — 12th -2015

Department of pre- university education.

Ramanashree English School,Bangalore-10th-2013

Karnataka Secondary Education Examination Board,Bangalore

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**SKILLS**

HARDWARE, NETWORKING.

Operating System- Windows XP, Windows 7, Windows 2000, Windows Server

2003 R2 Express.

• Assembling and disassembling of Desktop PC’s

• Installation, Configuring and troubleshooting of various Operating systems like, Win XP,

Windows 7 windows 8.

• Basic Networking troubleshooting issues.

Configuring IP addresses, subnets masks, and gateway addresses on n routers

and hosts.

• Crimping of LAN Cables ( i.e., UTP with RJ-45 Connectors)

• Configuring troubleshooting and maintaining VLAN, VTP, Trucking protocols such

as802.1q/ISL And Inter-VLAN Routing.

**PERSONAL DETAILS:**

● Father’s name : M.Govindraj

● Mother’s name. : N. Gowramma

● Date of birth : 21-10-1997

● Nationality : Indian

● Languages Known : English ,Kannada ,Hindi.

● Address : Pancharatna Nilaya, 8th cross, 1st main, near Pillekamma Devi

temple, Malleshpalya, Bengaluru-560093

DECLARATION

I am confident of my ability to work efficiently in a team, I hereby solemnly conclude that the

information given above is true to the best of my knowledge .