**RESUME**

**Gayathri K**

#129,13th cross, Gousiya Nagar,  **E-mail -gayathri9731@gmail.com**

**Mysore- 570019.**

**(9620563907).**

**Objective:**

Intend to build a career with leading corporate of hi-tech environment with committed & dedicated people, which will help me to explore myself fully and realize my potential. Willing to work as a key player in challenging & creative environment.

**Strength:**

* Ability to work both individually as well as in a team.
* Willing to learn new challenges.
* Communication, good learner and listener.

**Education:**

B. Com – Government First grade college, Siddhartha Nagar, Mysore

**Work Experience:**

* Currently working as an AR caller in Equalize RCM from 6 months
* 4 Months experience as Senior process Associate in Kirya Nextwealth Private Limited
* 9 months experience Thought Focus as Junior Data Services Operator
  + 2.1 years work experience in RProcess outsourcing private limited as Senior Process Associate-QA.

**Work History:**

**AR Caller**

Worked in AR Follow up

Worked in Denial Management

**Junior Data Services Operator**

Worked on Deed

Mortgage and Deed of Trust

Judgments and Liens

Assignment

Modification

Bankruptcy

Substitute Trustee

Trustee's sale

Notice of Commencement

Hero/Pace

RQ 1.0

Easement

Foreclosure

Divorce Document

UCC Financial Statement

And also cross trained in other process related to Mortgage

**Process Associate:**

* Given 100% of productivity.
* Maintained 99% of Quality.
* Coordinating with the team.
* 100% Teamwork.
* Meeting the client's expectations.
* Following the client's Instruction regarding the Project.
* Preparing Daily Reports.

**Sr. Process Associate - QA:**

* Worked on Quality check for the work done by the team.
* Attending client calls and providing feedback to the team.
* Creating MOM (Minutes Of meeting) & sent to client.
* Provided Training to the new joiners & to the team.
* Maintained Daily, Weekly & Monthly Reports.
* Created spreadsheets using Microsoft Excel for Individual performance on daily, weekly and monthly reporting.
* Maintained excellent attendance record.
* Prepared PPT And Flow Chart regarding the project.
* Served customers in a friendly, efficient manner following outlined steps of service.
* Identified issues, analyzed information and provided solutions to problems.
* Conducted research, gathered information from multiple sources and presented results.
* Participated in continuous improvement by generating suggestions, engaging in problem-solving activities to support teamwork.
* Created plans and communicated deadlines to ensure projects were completed on time.

**Achievements:**

* Got Promotion From **Trainee Process Associate** to **Sr. Process Associate – QA.**
* Received Monthly **R&R** (Rewards & Recognition) for the month.
* Received Quarterly **R&R** at twice.
* Received Yearly **R&R** For the year,

**Skills:**

* Process control
* Managing process efficiency
* Managing the team
* Coordinating team project
* Team coaching
* Teamwork and contribution
* Proactive and team player
* Team meeting management
* Production team motivation
* Managing databases

**EXTRACURRICULAR ACTIVITIES:**

* Basic computer knowledge with certification course..
* Participated in Science Congress as a volunteer
* Participated in Kannada Sahithya Sammelana
* Won 2nd prize in Carrom
* Participated in Chess Competitions

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| **PERSONAL DETAILS** |

Name : Gayathri K

Father’s name : Kumar

Date of Birth : 31/12/1997

Marital Status : Single

Languages known : English, Hindi/Urdu, Kannada and Tamil.

**DECLARATION**

I hereby confirm that the information given above is true to the best of my knowledge and belief.

**Place:**

**Date: Yours sincerely**

**(Gayathri K)**