

# MEENA GURIA

Hyderabad, Telangana  
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## WORK EXPERIENCE

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### Marketing Consultant

**Gen Y Medium** - Hyderabad, Telangana  
December 2019 to Present

Marketing Consultant for GenY Medium Toronto branch. Job profile requires getting new clients.

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### Sales Lead

**Gtelecom** - Hyderabad, Telangana  
July 2019 to November 2019

Train agents on product(Wirefree broadband)  
Email  
Call coach  
Trainer

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### Process Specialist SME

**Genpact** - Hyderabad, Telangana  
October 2015 to December 2017

SPG(Special Processing Group)backend collections

Genpact - Hyderabad, Telangana  
Monitor, evaluate, or record training activities or program effectiveness.  
Evaluate training materials prepared by instructors, such as outlines, text, or handouts.  
Provide assistance and guidance in handling difficult or complex problems or in resolving escalated complaints or disputes.

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### Process Trainer

**Genpact** - Hyderabad, Telangana  
July 2010 to October 2015

UK HOME LENDING MORTGAGES

Genpact - Hyderabad, Telangana

Prepare written documents to establish contracts with or communicate financial recommendations to clients.

Explain services or policies to clients, such as debt management program rules, the advantages and disadvantages of

using services, or creditor concession policies.  
Maintain or update records of client account activity, including financial transactions, counseling session notes, correspondence, document images, or client inquiries.  
Advise clients or respond to inquiries about financial matters.  
Estimate time for debt repayment given amount of debt, interest rates, and available funds.

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### **Process Developer (Procurement)**

**Genpact** - Hyderabad, Telangana

September 2008 to June 2010

GEMS(GE Medical Systems)

Hyderabad, Telangana

Order and dispense supplies.

Contact suppliers in order to schedule or expedite deliveries and to resolve shortages, missed or late deliveries, and other problems.

Review requisition orders in order to verify accuracy, terminology, and specifications.

Prepare, maintain, and review purchasing files, reports and price lists.

Compare prices, specifications, and delivery dates in order to determine the best bid among potential suppliers.

Track the status of requisitions, contracts, and orders.

Check shipments when they arrive to ensure that orders have been filled correctly and that goods meet specifications.

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### **Process Associate**

**Genpact** - Hyderabad, Telangana

October 2004 to June 2008

Collections US Outbound calling

Pilot batch for Retail Customer Collections - Mervyns, Dillards.

Receive payments and post amounts paid to customer accounts.

Persuade customers to pay amounts due on credit accounts, damage claims, or nonpayable checks, or to return merchandise.

Answer customer questions regarding problems with their accounts.

Record information about financial status of customers and status of collection efforts.

Perform various administrative functions for assigned accounts, such as recording address changes and purging the records of deceased customers.

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## **EDUCATION**

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### **Bachelor's Degree in Commerce in TIME MANAGEMENT**

**SUNRISE UNIVERSITY**

May 2013 to May 2016

## SKILLS / IT SKILLS

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Excel,word,trainer