**Radhika Deshpande**

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**BRIEF OVERVIEW**

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* Dynamic professional offering 5+ years of experience.
* Support to Knowledge based Process, Projects as well as Business Process Improvements
* Currently associated with WebMogambo Technologies, Pune as UI Developer.
* Previous experience with Yardi Software India, Pune Pvt. Ltd as Audit Specialist and IBM Daksh as CCE for M&G process.
* A prudent implementer with expertise in operations entailing transitioning new processes and stabilizing the same for smooth operations
* Deadline-driven, Result driven skills with the ability to relate to people at any level of business and management & work under pressures with reputation of unwavering accuracy, credibility and integrity

**TECHNICAL SKILLS**

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**Web Skills:** HTML 5,CSS3, Twitter Bootstrap 3, JavaScript, Jquery, AJAX, JSON, angular 4, web optimization, cross browser compatibility

**Web Tools:** Sublime text, Photoshop, Notepad++, Mozilla firebug, chrome developer tool.

**Other Skills:** Account Management, Accounts payable, Reconciliation, Time compliance, Audit, Financial analysis, SOP, Operations team management, Operations team handling, Organizational Experience

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**WebMogambo Technologies, Pune as UI Developer – May’16 to till Date**

**Roles and responsibilities:**

* Understanding technical and functional specifications.
* Perform website maintenance and enhancements.
* Convert Photoshop layouts to web pages using HTML, CSS, and JavaScript
* Provide assistance to the back-end developers in troubleshooting and coding
* Create browser and platform compatible CSS codes
* Maintain consistency in design and layout
* Perform browser testing and debugging
* Optimize website performance using latest technology
* Using Bootstrap framework to make websites responsive
* Testing code in multiple browsers to ensure cross browser compatibility.
* Providing support to client post implementation.

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**Yardi Software India, Pune Pvt. Ltd., Pune as Audit Specialist - Jan’14 – Feb’16**

* Drafting SOP (Standard Operating Procedure) signed off by Client.
* People Management: Support the Team Lead by training people on process as part of the growth plan.
* SLA Compliance: Execute transactions as per prescribed guidelines and timelines in order to meet SLA targets. Support the Team Lead in the daily huddles
* Process Compliance: Support Quality team to execute transaction processing in order to meet Quality standards
* Handling setup related issues and implementing new updates in setup
* Monitoring and resolving daily quality concerns
* Mentoring new joiners
* Worked with testing team & successfully completed the testing.
* Contributed towards process standardization and improvement.
* Involved in various process improvement projects which led to enhanced customer satisfaction and  time saving
* Communicating with Client/Vendor on call.
* Researching invoice discrepancies, Setting GL codes in the setup as per client requirement, ensuring the setup is working correctly at the month end.

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**IBM Daksh, Pune as CCE for M&G Inbound Process -Aug’09 to Jul’11**

* Customer Interaction: Handle/Support in resolving escalations at the process level in order to ensure high customer satisfaction.
* Provides real time support for all issues and escalations
* Update metrics and trackers as required for monitoring of tasks performed
* Having to make decisions as to whether to offer credit to a customer.
* Updating customer records.
* Handling Escalations
* Floor supporting the other team members
* Conducting the voice and ascent sessions

**Recent Achievements:**

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* WOW award winner for great and valuable performance from higher management. 2016
* MY MOMENT award winner from higher management. 2016
* Received Multiple Kudos for handling multiple clients and providing excellent service 2015-2016
* Appreciation from higher management /client for best performance. 2015 - 2016
* Outstanding performance Award winner by Vice President of the company. 2015

**Education Details:**

* BCS – Pune University – First Class - 2010
* HSC – State Board – First Class - 2006
* SSC – State Board – First Class -2004

**Other**

* Singing exam- Akhil Bharatiya Gandharava Mahavidyalaya Mandal, Mumbai-(1998 & 2000)
* Drawing Exam: Government of Maharashtra Drawing examinations
* Elementary Grade Drawing (2000)
* Intermediate Grade Drawing (2002)
* Won Drawing competition (2001)
* Won beautiful handwriting competition (2000)

**Personal Details:**

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* Date of Birth : 6th July, 1989
* Languages Known : English, Hindi, Marathi, Sanskrit
* Residential Address : Dhayari, Pune-41.