

Career objective:

Looking for an innovative and challenging environment that can fully utilize my capability and provide me an opportunity to keep pace with the demanding efficiency and where challenges are transformed into opportunity and opportunities into success.

Academic Profile:

COURSE	UNIVERSITY	INSTITUTION	BATCH	PERCENTAGE
Master of Business Administration [MBA]	Bangalore University	Global Institute of Management Sciences, Bangalore	2013-15	68.61%
Bachelor of Business Management [BBM]	Bangalore University	Sri Jagadguru Renukacharya College for Women, Bangalore	2010-13	66.31%
Pre- University Course	Karnataka State Pre-university Board	Rajajinagar Parents Association Pre-University College, Bangalore	2010	46.5%
SSLC	Karnataka Secondary Education Board	Sree Sarvajna Education Society, Bangalore	2008	82.40%

Professional Experience:

- Worked as **Senior Associate - Customer Service** at **TE Connectivity Services India Pvt Ltd.**
(April 2018- Sep 2018)
 - Authenticate customers and complete transactions.
 - Experience on payment service, transaction and risk analysis
 - Accurately processing requests
 - Manage and reduce risk associated with booking failure
- Worked as **Process Specialist – Americas** at **XL India Business Services (P) Ltd.**
(Nov 2017- Mar 2018)
 - Evaluating historical loss history, loss estimates, and other relevant risk attributes
 - Performing data entry of various processes as per defined workflow and manuals
 - Adherence to defined SLA's – accuracy, turnaround time and capacity utilization
 - Responsive to customer needs
- Worked as **Analyst - HW Quoting & Configuration** at **Oracle India Private Limited**
(Sept 2015- Nov 2017)

- Aid to collections, credits, agreement creation, booking and invoice departments, demonstrates flexibility and works effectively in ambiguous situations
- Contract creation and validation, contract signature and counter signature
- Validate all aspects of contract packages for accuracy and compliance with oracle's business practices and consulting business approvals/process while maintaining customer satisfaction and responsiveness
- Accountable for the non-standard transactions, ensuring they are on oracle's policies and draft the contracts based on approvals
- Handling soft calls (both direct and conference) across teams when required to understand the complexity and faster transaction
- Provide deal support beyond assigned task utilizing experience
- Resolving/clarifying queries for the internal team working in the downstream process
- Analysing the full contract and most significant business, financial and legal risks, contracts including license; support and services contracts of the customers and suppliers
- Closely works with external and internal stake holders to quote the requests as per the requirement
- Assigning work to the team on FIFO basis and inflow
- Intern at **Vindhya E-Infomedia Private Limited**, Bangalore from 05 Nov 2012 to 28 Dec 2012
- Intern at **Prashaste Education & Management Consultancy Private Limited**, Bangalore from 02 Aug 2014 to 2 Sep 2014
- Worked as a **Viber** brand ambassador for a period of 8 weeks
 - Generating awareness and buzz around campus by showing off viber's product features

Projects:

- Organized **fund-raising** activities generating over Rs.30, 000 for **Sunetra School for blind**
- Report on “**Investor services and consumer perception of risk in mutual funds**”

Highlights:

 - To learn about awareness of mutual funds in Indian market
 - Identifying the consumer behaviour while selecting a fund
 - Identifying the consumer perception about mutual funds
- Report on “**Employee retention**” with special reference to **Vindhya E-Infomedia Private Limited**, Bangalore

Highlights:

 - Understanding the reason for attrition among workforce.
 - Understanding motivational strategies for retention of employees.
 - Understanding job satisfaction level in employees.
 - Understanding the organizational strategies for retention.