

A.Vignesh

NO:21 T.N. nagar 4th cross Palanipet

Arakkonam.

CHENNAI TAMIL NADU

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PROFILE SUMMARY

- Capable of handling back-office operations
- Resourceful at maintaining relationship with clients to achieve quality product and service norms by resolving their service related critical issues
- Deft in handling overall functioning of processes & implementing processes in line with the guidelines
- Proficient in interacting with different departments for enhancing the overall efficiency of the organization
- Sound knowledge of handling the back-end operations and other general administration activities of the organization
- Possess excellent interpersonal, communication and organizational skills

KNOWLEDGE PURVIEW

- Proficient in smooth processing of all back-end operations
- Capable of gathering / updating data to maintain departmental records and databases
- Deft in coordinating activities as appropriate & preparing internal reports for management
- Conversant in maintaining the TAT specified for the task as per quality for enhanced customer satisfaction level

EDUCATION QUALIFICATION:

- **GRADUATION:** BCA at jaya college of Arts and Science, Thiruninravur, In the year 2012-2015
- **12th OR INTER :** Computer Science at Sacred heart mat hr sec school, Arakkonam in the year 2011-2012
- **10th OR MATRICULATION:** Sacred heart mat hr sec school, Arakkonam in the year 2009-2010

EXPERIENCE

- Worked as Process Associate with Accenture Services Pvt. Ltd since October 2015 to October 2016.

JOB RESPONSIBILITIES:**PROCESS:US (Health InsuranceProcess)**

- We need to analyze required documents which submitted by member for the enrollment processing.
- Analyzing the enrollment cases for the detection of fraud enrollments.
- Solving the queries of the customers in the enrollment issues
- Meeting the SLA quality.
- Actively support & participate in team activities and proactively promote company's ethos.
- Monitoring the request Turn Around Time in a daily basis
- Responding to the urgent queries and issues.

COMPANY PROFILE:

Accenture is a global management consulting, technology services and outsourcing company, Accenture enables high performance through outsourcing management. Our experience and global capabilities make us a world leader in application outsourcing, infrastructure outsourcing, business process outsourcing and bundled outsourcing. www.accenture.com

COMPUTER DEXTERITY:

- MS Office including Word, Excel & Power Point.
- Working with various Client application.
- Average typing speed.

POSITIVE QUALITY:

- Comprehensive problem solving abilities.
- Excellent verbal and written communication skills.
- Ability to deal with people diplomatically.

HOBBIES:

- Watching movies and listening music.
- Learning new things to promote effective team and there by Accomplishing organizational goal.

PERSONAL DETAILS

Father : Adhikesavalu
Gender : Male
D.O.B : 15/01/1995
Marital Status : Single
Language Known : English, Telugu, Tamil

DECLARATION:

I declare that all the details furnished above are true to the best of my knowledge and belief.

DATE:

Yours truly,

PLACE:

(VIGNESH)