

RESUME

Name: ASHARANI GAIKWADE

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OBJECTIVE

Seeking a challenging career in an organization to take up dynamic position in intellectual and challenging projects in a quality environment where my knowledge and experience can be shared, enriched and utilized when there is scope.

WORK EXPERIENCE

- Dec 2015 to May 2019: Worked with Infosys BPM Ltd. as Process Specialist for the Process: Banking Domain (Commercial card dept.)

Description of the project: Worked for one of the largest and strongest financial holding companies operates throughout US East coast headquartered in Atlanta GA, with total assets of \$ 172.7 billion.

Applications: Oracle, Salesforce, VPAS, FDR.

June 2019 to Till date: Working as Customer Service Associate (Sales Support Analyst) with Accenture

Description: Working for one of the largest IT Training Service Provider which is head quatered in Cary, North Carolina.

Applications: Oracle, Salesforce, Sales Logix & Microsoft Dynamics tool.

Work Profile:

- Handling email queries and requests from onshore and suppliers.
- Communicating with End-Clients.
- Giving good production on daily basis
- Handling Escalations from onshore.
- Handling multiple process during the closings.
- Ensure that the work is complete and accurate within the prescribed time scales.
- Maintain up to date process changes (updates, business changes) percolation to ensure smooth functioning of the businesses.
- Being supportive to Manager and Process Lead.
- Sending daily basis reports to Leads/Managers & Clients.

- Taking initiatives in the team.
- Giving ideas to improve the process.
- Ability and willingness to learn new technology and acclimatize to any work culture.
- Able to adapt quickly to the new environment and willing to work in shifts.
- Training new joiners on the subject as well as processing
- Conducting internal process audits & process reviews for ensuring strict adherence per the defined guidelines

ACADEMICS

- B.Sc (Computers) from Sri Vivekananda Degree College in 2013.
- Higher Secondary from Sri Vivekananda Junior College in 2010.
- 10th from MPL Girls High School in 2008.

ACHIVEMENTS

- Achieved 2 Spot Awards in Banking Process for best performance in the team.
- Achieved High Star Award in Banking Process for best performance in the team.
- Achieved Encore Award for the best performance in the team.

PERSONAL DETAILS

- FATHER'S NAME : G Pedda Eranna
- MARITAL STATUS : Unmarried

GENDER : Female

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