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.



RESUME



Name: ASHARANI GAIKWADE



Mobile: +91 9591862187



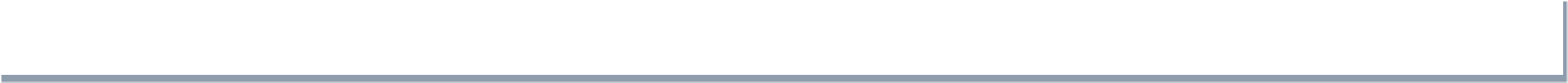
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Mail: asharenu.1993@gmail.com



**OBJECTIVE**



**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 headquarted in Cary,

North Carolina.

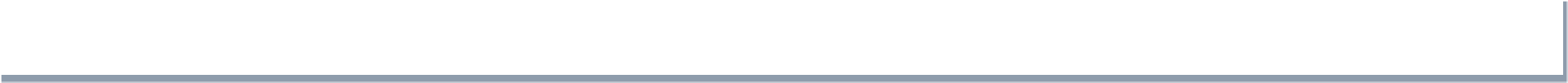
Applications: Oracle, Salesforce, Saleslogix & Microsoft Dynamics tool.

**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

* B.Sc (Computers) from Sri Vivekananda Degree College in 2013.

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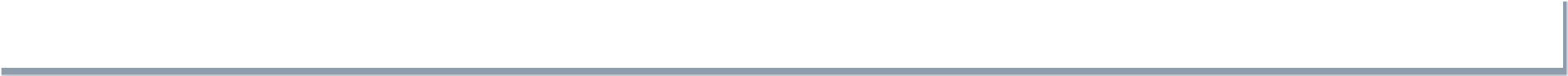


**ACADEMICS**

* Higher Secondary from Sri Vivekananda Junior College in 2010.

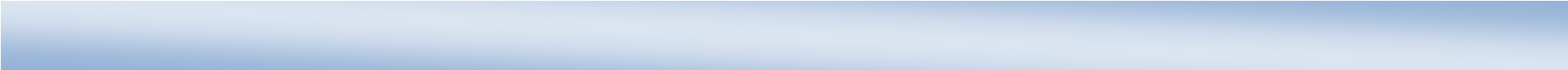
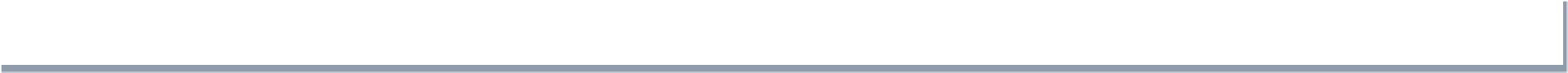
* 10th from MPL Girls High School in 2008.

* + Achieved 2 Spot Awards in Banking Process for best performance in the team.



**ACHIVEMENTS**

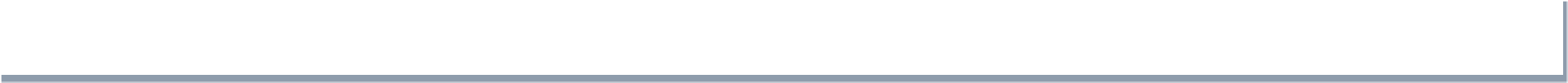
* + Achieved High Star Award in Banking Process for best performance in the team.
  + Achieved Encore Award for the best performance in the team.



**PERSONAL DETAILS**

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| --- | --- | --- | --- |
| • | FATHER’S NAME | : | G Pedda Eranna |
| • | MARITAL STATUS | : | Unmarried |
|  | GENDER | : | Female |
| • | DATE OF BIRTH | : | 08-06-1993 |
| • | NATIONALITY | : | Indian |
| • | ADDRESS | : | Devi Akshaya PG for Ladies, 20th B Main Road, Maruthi Nagar, Madiwala, Bangalore - 560068 |

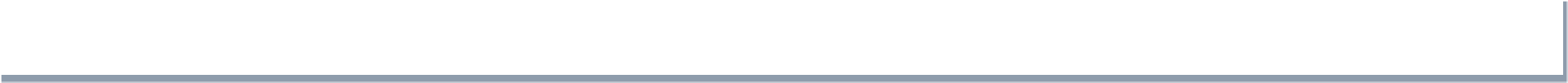
* + LANGUAGES KNOWN : English, Telugu, Marati, Kannada and Hindi



**STRENGTHS**

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* + Quick Learner
  + Willingness and ability to take on additional responsibility.
  + Good Customer Service
  + Ability to motivate and mobilize resources.
  + Analytical ability: Thinking through a problem, securing facts and reaching conclusions.
  + Good communication skills – verbal and written



**DECLARATION**

* I hereby declare that the information furnished above is true to the best of my knowledge.

Date:

Place : Bangalore (Signature: G. Asharani)