**kritika dwivedi**

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**Objective**

My objective is to obtain a position in a progressive organization that gives me scope to upgrade my knowledge and skills in accordance with the latest trends and be a part of team that dynamically walks towards the growth of organization and advance efficiently and productively.

**Professional Summary**

Having proactive attitude capable of thinking in and out of the box, generating new ideas. Having strong analytical, organisational and planning skills with 1 year of robust work experience, facilitate process convergence and harmonization, including direct communication with clients, understanding requirement and ensuring desired results delivered.

**Achievements & Accolades**

* Awarded with Certificate on successfully completing process training.
* Winner of the contest “Best Performer of the month” for 100% accuracy and no Banker feedback.
* Appreciated by Managers for an extreme performance though out the year and helped in meeting their annual productivity targets.
* Appreciated by Clients for meeting the deliverables within Turn Around Time.
* Outstanding Performer for 3 consecutive months.

**Technical Skill Set**

* Successful training on Orientation Programme of ICAI.
* Comprehensive knowledge of MS Office.
* Good grip on MS Excel.
* HTML Basics
* Google analytics Basics

**My Key Traits**

* Passionate about providing high quality results and drive improvement.
* Strong Analytical & Decision Making Skills.
* Exceptional Client Relationship Building Skills.
* Exquisite Verbal & Written Communication.
* Time Management.
* Quick Learner.
* People Management.
* Innovative & Out of box thinker.
* Self-Motivated.

**Experience Summary**

**GENPACT june 2016 – present**

**Process associate – National Australian Bank**

Worked as Process Associate for expatriate employees of National Australian Bank in funding process.

Business As usual responsibilities:

* Adhering to plans & schedules, participating in team meetings for individual projects.
* Coordinating with team members to ensure smooth progress of each process deliverable.
* Ensuring adherence to quality norms throughout the development & implementation of new ideas for Lean.
* Monitoring team for process related activities, auditing before delivering the final results to clients.
* Conducting training, grooming sessions and monthly assignments for team to have same level process knowledge for each team member.
* Handling Client queries.

**Corporate Trainings**

* Conflict Management training
* Corporate adequate

**Academic Summary**

* **2016 B.com Bachelor of Commerce 61%**

S.M.M Girls college, Bhilwara

Ajmer University.

* **2013 XII Higher Secondary Education from CBSE 75%**

From **central Academy sr. sec. School,**

**Bhilwara.**

* **2011 X Secondary Education from CBSE 7.6 CGPA**

From **central Academy sr. sec. School,**

**Bhilwara.**

**Personal Vitae**

Date of Birth : 9th Dec, 1995

Linguistics abilities : English, Hindi

Passport : NO

Nationality : Indian

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