

The next top-tier candidate to join Cognizant is probably in your network

Get rewarded for referring

Job Description

Process Specialist - Data-00059256891

Description

Team Lead|Team Manager - B&L

Qualification:

Graduate (exclusion:

BE/BTech/MCA)

Responsibility:

Business,Customer

- Interacts with Client,customer to maintain accuracy and efficiency.
- Resolves customer queries and requests.
- Provides clarifications and updates on project and processes to the stakeholders.
- Keeps the stakeholders informed on meeting process deliverables.
- Collates data for reporting.
- Project,Process.
- Acts as an SME for the team to Identify and resolve issues and document all process changes.
- Monitor and review first level processing.
- Process complex Transactions.
- Handle first level escalations from client.
- Perform quality checks,audits and Root cause analysis on errors to ensure error free processing.
- Provides analytical reports.
- Contribute to process improvement initiatives.
- Identify and report process changes.
- Adhere to the mandatory industry regulation and compliance requirements for the given process.
- Review and audit adherence of the team.
- Knowledge Management Perform knowledge sharing.
- Update Process documentation,user manuals as appropriate for the process.
- Participate in knowledge transfer.
- People,Team Management,Adhere to org hygiene and compliance needs in terms of.
- a.
- Personal Utilization and Time sheet submission.
- b.
- Personal and new hire Assimilation.
- c.
- Attendance.
- d.
- Team Initiatives.
- Provides appropriate floor support as an SME and feedback to team.
- Has functional responsibility of the process in the absence of TL.
- Manage break schedule/transport logistics for the team in the absence of the supervisor.
- Business,Customer.
- Interacts with Client,customer to maintain accuracy and efficiency.
- Resolves customer queries and requests.
- Provides clarifications and updates on project and processes to the stakeholders.
- Keeps the stakeholders informed on meeting process deliverables.
- Collates data for reporting.
- Project,Process.
- Acts as an SME for the team to Identify and resolve issues and document all process changes.
- Monitor and review first level processing.

- Process complex Transactions.
- Handle first level escalations from client.
- Perform quality checks, audits and Root cause analysis on errors to ensure error free processing.
- Provides analytical reports.
- Contribute to process improvement initiatives Identify and report process changes.
- Adhere to the mandatory industry regulation and compliance requirements for the given process.
- Review and audit adherence of the team.
- Knowledge Management.
- Perform knowledge sharing.
- Update Process documentation /user manuals as appropriate for the process.
- Participate in knowledge transfer People, Team Management, Adhere to org hygiene and compliance needs in terms of.
- a.
- Personal Utilization and Time sheet submission.
- b.
- Personal and new hire Assimilation.
- c.
- Attendance.
- d.
- Team Initiatives.
- Provides appropriate floor support as an SME and feedback to team.
- Has functional responsibility of the process in the absence of TL.
- Manage break schedule, transport logistics for the team in the absence of the supervisor.

Technical Skills

SN	Primary Skill	Proficiency Level *	Rqrd./Dsrd.
1	MS Office	PL1	Required

Appendix:

Leadership and Professional Development skills

SN	Primary Skill	Proficiency Level *
1	Client Focus	PL1
2	Written Communication	PL2

* Proficiency Legends

Proficiency Level	Generic Reference
PL1	The associate has basic awareness and comprehension of the skill and is in the process of acquiring this skill through various channels.
PL2	The associate possesses working knowledge of the skill, and can actively and independently apply this skill in engagements and projects.
PL3	The associate has comprehensive, in-depth and specialized knowledge of the skill. She / he has extensively demonstrated successful application of the skill in engagements or projects.
PL4	The associate can function as a subject matter expert for this skill. The associate is capable of analyzing, evaluating and synthesizing solutions using the skill.

Job Application Development / Application Maintenance
Primary Location India Region-India-Telangana-Hyderabad
Organization BPO - India

Employee Status Full Time Employee

Schedule Full-time

Job Type Standard

Job Level Professional

Shift Day Job

Travel No

Posting Date May 27, 2024

