**Phone no:** 9004772693 **Email: shettypradnya28@gmail.com**

**Career Objective: -**

To pursue a highly challenging and motivating career that provides me an opportunity to prove myself and to be recognized as responsible and competent software professional. Aiming to utilize my strong prioritization skills and analytical ability to achieve the goals of your company.

**PROFESSIONAL EXPERIENCE**

**Accenture India PVT LTD**

Date: 10th Nov 2017 to till date

**Designation: - Transaction Processing Analyst:**

* Process involves working for big social media wherein we as an agent review and classify Ad. Ad’s Classification is based on laid policies and based on those policy we are ensuring bad and deceptive ads don’t go live platform creating bad user experience.
* Helping the process in providing innovative ideas & suggestions. Worked on content review, surfacing trends and areas of improvement for user reported content.
* Mentor and coach personnel to fulfill contractual requirements of the project
* Serve as secondary point of contact besides the team leader for client project manager and segment/regional leads (for cross-segment issues or escalated issues)
* Collaborates with Team Lead to meet all Key Performance Measures (KPMs) for the function/s as set by the Internal Unit Lead &/or by senior management/Accenture Service Manager pertaining to process, process changes and relevant updates to the Provider Address Correction function
* Assigns cases/workload to agents, manages reportorial requirements, completion status and inventory tracking
* Maximizes team efficiency by creating and implementing daily, monthly, quarterly and yearly work tasks/plans aligned with project initiatives and goals/SLAs for BPO/ Voice function
* Participate in brainstorming sessions to improve Knowledge Management/Communication Tool, communications process, customer satisfaction, agent processes and agent effectiveness
* Collects and consolidates escalated team issues that remain unaddressed (e.g., technology, target cases, pending onshore requests and escalation) for escalation to the team leader or manager (client) and/or to the Internal Unit Lead / Accenture Service Manager as appropriate.

**TECHNICAL SKILLS:**

|  |  |
| --- | --- |
| Primary Skills | Operation |
| Operating Systems | Windows XP, Windows 2007, Windows 8 |
| Other | MS Office, MIS-IT, Typing speed of 30 W.P.M tally E.R.P 9.0 |

**EDUCATIONAL QUALIFICATION:**

|  |  |  |  |
| --- | --- | --- | --- |
| Qualification | University/Board | Year of Passing | Percent |
| PGDM(HR) | Welingkar University | Pursing | NA |
| BCOM | Mumbai University | 2017 | 68% |
| HSC | Maharashtra Board | 2014 | 62% |
| SSC | Maharashtra Board | 2012 | 63% |

**PERSONAL DETAILS:**

|  |  |
| --- | --- |
| Date of Birth | Jan 28th 1997 |
| Gender | Female |
| Languages Known | English, Hindi and Marathi, Tulu |
| Nationality | Indian |
| Hobbies | Playing Badminton, Carrom & Chess |

**DECLARATION:**

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

Date:

Place: Mumbai