

Objective:-

To prove my ability through the unique strengths so that best results can be shown and to face the challenges with learning more and more from my experiences.

Key Strengths:-

- Team Management
- Passionate Leader
- Confident to work in any circumstances
- Committed to maintain data integrity
- Planning and problem solving skill

Work Experience:-

Company	Raqamin Evento Pvt. Ltd.	Nov.2018 – Jun.2020
Process	Event Management	
Designation	Graphic Designer	

Production / Training of the following processes

Primary Roles / Assignments

- Develop new original, graphics, banner, designs using illustrator, photoshop etc.
- Create images that identify a product or convey a message
- Select colors, images, text style and layout
- Incorporate changes recommended by the managers in final design
- Review design for errors before printing or publishing

SIGNIFICANT ACHIEVEMENTS / CONTRIBUTIONS / REWARDS

- Received letter of appreciation for the best client
- Contributed to good customer satisfaction

Company	Sanjeevani Welfare Foundation	Jun.2017 – Oct.2018
Process	Administration	
Designation	Floor supervisor	

Production / Training of the following processes

Primary Roles / Assignments

- Maintaining client relationship
- Manage the flow of day-to-day operations
- Create reports to update the company on the team's progress
- Helped training team to make effective training plans
- Conducted monthly rewards plans to motivate team players

SIGNIFICANT ACHIEVEMENTS / CONTRIBUTIONS / REWARDS

- Received award for active participation in CSR activity and cancer project
- Received bonus of 80 thousand in July 2018

Company Infosys BPO Pvt. Ltd.
Process Customer service for Quill.com
Designation Process Developer / Sr. Customer Care Executive

Oct.2015 – Mar.2017

Production / Training of the following processes

Primary Roles / Assignments

- Providing customer support on chat/Call.
- Handling pre sales and post sales issues.
- Cross trained for handling queries via email.
- Attended trainings in Process Communication, Retail and CPG and CS initiation.
- Assisted new joiners with process knowledge.

SIGNIFICANT ACHIEVEMENTS / CONTRIBUTIONS / REWARDS

- Maintained 90% productivity.
- Achieved 98% quality.

Company Genpact India Pvt. Ltd.
Process Financial service analysis for G.E. Capital
Designation Process Developer

Oct.2012 – Aug.2014

Production / Dash Board / Training of the following processes

Primary Roles / Assignments

- B2B collections for Franchise Finance
- Responsible for dashboards.
- Sending invoices to special invoicing customers.
- Successful transition of new portfolio Commercial distribution finance (CDF)

SIGNIFICANT ACHIEVEMENTS / CONTRIBUTIONS / REWARDS

- Scored 90% on all assessments inside the Process.
- Received Bronze Cheers Award for excellent team work.
- Promotion in 6 months of production.

Company Genpact India Pvt. Ltd.
Process Mutual funds rejects and correction for Wells Fargo
Designation Process Associate

Feb.2011 – Sep.2012

Production / QC / Training of the following processes

Primary Roles / Assignments

- Mutual Fund Reject-Load
- Prudential Rejects
- Periodic Investment Purchase and Sales processing
- Prepare Visual Management (VM) for process.
- Supported QC during high volumes.

SIGNIFICANT ACHIEVEMENTS / CONTRIBUTIONS / REWARDS

- Received Bronze Cheers Award for consistent performance.
- Scored 92% on all assessments inside the Process.

Educational Qualification: -

Qualification	College/ University
B.A.	Mahila P.G.College (Lucknow University)
Intermediate	St.Joesph Inter College (U.P. Board)
High school	GGIC Lucknow (U.P. Board)

Technical Knowledge:-

- Softweres - Adobe Photoshop, Abode illestrator, Adobe Flash, Coral Draw
(Basic knowledge of Camtasia, Adobe Premier, 3Ds Max, Maya)
- Operating Systems – Windows XP Professional, Windows 98, Windows 7

Additional Qualifications:-

- Diploma in Digital Arts from Zee Institute of Creative Arts, Mumbai in the year 2009.
- Advance Diploma in Animation and Multimedia from Zed Career Academy, Lucknow in the year 2008.
- Diploma in Computer Operator and Programming Assistant from Government I.T.I. Lucknow in the year 2005.

Personal Profile: -

Sex	Female
Date of Birth	05/06/1985
Marital status	Unmarried
Linguistic Ability	English, Hindi (Read, Write and Speak)

I hereby declare that the above details provided by me are true to the best of my belief and references are provided on request.

Date:

Place:

(Pramita Gopal Verma)