

Nirmala M

Process Executive - Digital Operations - IT - Voice Process

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Profile Summary



Process Executive over 1 year of experience in IT, assessing the customer experience and ensuring quality assurance standards set by the company. The role focuses on auditing, analyzing and reporting quality improvement, risk management. Expertise in conducting regular quality audits for resolving complex inquiries, following company policies and working to find a resolution that benefits the company and the customer.

Education

B.Com - Finance

Sindhi College, Bangalore
University - 2017

Senior Secondary Examination

RPA College, Bangalore
University- 2014

Domain Expertise

- Quality & Risk Assessment
- Data Quality Metrics & Reporting
- Audit
- Project Delivery

Leadership Abilities

- Strong believer in honesty and work ethics.
- Excellent time management skills including the ability to effectively manage competing workload priorities with tight timeframes.
- Ability to work in a fast pace environment.

Key Skills

- Strong investigatory abilities and mind-set.
- Strong Analytical and communication skills.
- Experience of working in complex international environment.

Personal Qualities

- Hard worker and quick learner, willing to learn and develop skills and qualities.
- Partnership and networking ability with management and teams within the organization.

Professional Experience:

August 2019 -Present

Cognizant Technology Solutions India Pvt Ltd



Cognizant

Duties;

- Conducting detailed risk assessments by analysing documents, reports and market trends.
- Classifying, evaluating, and monitoring the risk.
- Analyse customer complaints/ issues.
- Ensure on-going compliance with quality and industry regulatory requirements.
- Come across regular quality audits on daily basis.
- Deliver projects/ workflows with the highest standards of quality and accuracy.
- Conducting weekly project reviews of all active tasks.
- Governance of Process Knowledge Testing.

Certifications – Udemy;

- Certification of Risk Management for Cyber Security and IT Managers – 2020
- Certification of Quality Management for Business Excellence – 2020
- Certification of Customer Service 2.0: Learn Digital Customer Service - 2020
- Certification of Getting Started with Google Office: Docs , Sheets , Slides , Forms – 2020
- Certification of Completion in Basics of Derivatives conducted by Stock Market Institute -2016

Personal Details

- Date of Birth: 01-06-1996
- Language: English, Hindi, Kannada.
- Passport Number : P8196360
- Hobbies: Exploring new places, playing outdoor games.