

# Joydeep Mana *Process executive*

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## Profile

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Accomplished process executive with a proven track record at Cognizant Technology Solutions Pvt Ltd, excelling in data validation and process optimization. Demonstrated expertise in Advanced Excel, enhancing workflow efficiency by more than 30%. Renowned for exceptional team collaboration, mentoring abilities and commitment to continuous improvement and client satisfaction.

## Professional Experience

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04/2022 – 12/2024

### Process Executive

*Cognizant Technology Solution*

- Managed end to end client Payment and Invoice processing, ensuring timely and accurate completion of high-volume transaction across multiple platforms.
- Collaborated with cross-functional teams, including client representatives, quality assurance, and operation teams, to resolve escalation and improve process efficiency.
- Conducted thorough transaction reviews to detect and resolve discrepancies.
- Ensured precise verification during the processing of client payments.
- Maintained a high level of compliance and accuracy, supporting error free transaction and client satisfaction.

## Education

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2010 – 2013

### B.A

*Vidyasagar University*

2013 – 2015

### M.A

*Vidyasagar University*

## Skills

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Financial Transaction Monitoring

AML & KYC Compliance Frameworks

Invoice Processing and payment processing

CDD and EDD verification.

Regulatory Documentation and Reporting

Advanced Excel (Pivot Tables, H/V Lookups)

Client Communication & Escalation Management

Microsoft Office Suite/Google Workspace

Accuracy and attention to details.

## Languages

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• English

• Hindi

• Bengali

## Certificates

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• Microsoft Advanced Excel

• Power BI fundamentals.

• Customer service - small skill fundamentals.

• Time management and productivity hacks.