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SAKSHI VIJAY

Jaipur, Rajasthan -302033

EXPERIENCE

GENPACT INDIA PRIVATE LTD.

Jan 2021 - present

PROCESS DEVELOPER

- Involved in the banking operations for account opening and closing, also do document verification of clients based on regulatory or internal policies.
- Collaborated with team to supervise day-to-day development of process(S.L.A.), achieve productivity standards(T.A.T.) and adhere to accuracy and market standards.
- settling and clearing funds from internal transfer and direct payment.
- supporting end-to-end operations from opening to settlement and transferring funds while adhering to all standards.
- Developed standard operating procedures(R.P.A.) and document workflows to drive current and future processes.
- Performed quality assurance checks to help the company create products and services that met the needs, expectations and requirements of customers(K.P.I.).
- Handling volume inflow and aligning all suitable resources by allocation in the operations manager.
- Identified and resolved process issues and customer escalation to drive optimal workflow and business growth.
- Conducted training for new joiners and other team members and applied change management to achieve desired outcomes.

ACHIEVEMENTS & AWARDS

ACCOMPLISHMENTS

- Achieved 100 % accuracy by completing cases effectively .
- Documented and resolved complain which led to customer satisfaction.
- Collaborated with team of 13 in the development of process.
- Resolved product issue through consumer testing.
- Trained in lean digital methods and customer care skills.

EDUCATION

University of Rajasthan

Passing Year - June
2017- Oct 2020

Bachelor of commerce

Rajasthan Board of Secondary Education

Passing Year - July
2016-May 2017

INTERMEDIATE(HSSC)

Rajasthan Board of Secondary Education

Passing Year - July
2014- June 2015

MATRICULATION(SSC)

PROJECTS

GOODS AND SERVICES TAX: Boon or Bane

Study about structure of taxation in India. Concept of G.S.T. and essentials of G.S.T. in India.Type of G.S.T., tax slabs of G.S.T.. Challenges in G.S.T. implementation

STUDY OF N.P.A. IN INDIA

Concept of N.P.A. in banking industry. Effects of N.P.A. in Banking. Research operation on N.P.A. incident