

7372945273

sakshivijay468@gmail.com

<https://www.linkedin.com/in/sakshivijay468>

OBJECTIVE

Open to an excellent opportunity to challenge myself in a position, that offers the responsibility to utilize my theoretical knowledge, and apply the same to all practical situations with a view to new horizons.

SKILLS

KEY SKILLS

- Lean and data lean train and tested.
- Certified in (T.T.T.) train the trainee.
- Core baking operations.
- document verification
- Due diligence A.M.L., K.Y.C.
- Analytical and MI reporting skills.
- Conflict Resolution and team player.
- Attention to details.
- PC Literate
- M.S. Office(Excel, word, outlook)

ADDITIONAL INFORMATION

seasoned in coordinating and implementing business process improvement projects while enhancing effectiveness and efficiency in support of business goals. Hardworking and passionate job seeker with strong organizational skills. Ready to help team achieve company goals. Organized and dependable candidate successful at managing multiple priorities with a positive attitude. Willingness to take on added responsibilities to meet team goals. Dedicated professional with history of meeting company goals utilizing consistent and organized practices. Skilled in working under pressure and adapting to new situations and challenges to best enhance the organizational brand.

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