



# Shreya Pandey

Associate

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new delhi, india

A motivated and detail-oriented finance graduate seeking an entry-level position to leverage strong analytical skills and academic knowledge of financial management, investment analysis, and accounting. Eager to contribute to a dynamic team and gain hands-on experience in the finance industry.

## WORK EXPERIENCE

### Operation Associate Teleperformance

07/2023 - Present

Gurugram, Haryana

#### Achievements/Tasks

- Orchestrated high-volume client support processes, achieving a 15% increase in customer satisfaction by leveraging analytical insights and real-time issue resolution.
- Streamlined workflow systems, cutting processing time by 18% by implementing automated tracking tools and refining team coordination practices.
- Executed data analysis initiatives, identifying trends that led to a 12% boost in operational efficiency and informed strategic decision-making.

### Finance Intern Reliance Nippon Life Insurance

06/2021 - 08/2021

Mumbai, Maharashtra

#### Achievements/Tasks

- "Assisted in analyzing financial data and creating reports that contributed to a 10% improvement in the company's financial forecasting accuracy."
- Supported senior analysts in preparing investment proposals and reports.
- Conducted market research to assess industry trends and financial health of key companies.
- Assisted in preparing financial models to evaluate risk and investment opportunities.

## EDUCATION

### Bachelor of Business Administration Maharishi Markendeshwar deemed University

06/2019 - 05/2022

Ambala, Haryana, 8CGPA

### Senior secondary Vm Inter Collage

06/2017 - 05/2019

Gopalganj, Bihar 8CGPA

## SKILLS

Financial Analysis

Microsoft office excel and power point

Project management and coordination

Adaptability and Flexibility

Research & Reporting

AML & KYC

Organizational Skills

Interpersonal Skills

Basic Analytical Skills

## PERSONAL PROJECTS

Process of Underwriting (06/2021 - 08/2021)

- 1. **Process Optimization in Underwriting**
- 2. **Risk Assessment Model Improvement**
- 3. **Underwriting Decision-Making Framework**
- 4. **Claims Data Analysis to Improve Underwriting**

## ACHIEVEMENTS

A competitive study of buying behaviour towards the footwear of Nike and Adidas. (12/2021 - 01/2022)

Accomplish my research project on A competitive study of students buying behaviour towards of Nike and Adidas

## LANGUAGES

English  
Full Professional Proficiency

Hindi  
Native or Bilingual Proficiency

## INTERESTS

Networking,

sports

"Dedicated to running and fitness, which teaches me discipline, consistency, and goal-setting."