



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."