

Priya

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Date of Birth: 13/02/1996



CAREER OBJECTIVE

To obtain a **Senior executive** position where more than 5 years of global experience conceptualizing ideas, seizing opportunities, building operations, leading highly successful new business relations initiatives; proven record of successful customer service management, detailed expertise in international operations/administrative management industries and technical skills.

CAREER SUMMARY

Recognized for successful business tactics and strategies, demonstrated management expertise while implementing initiatives to meet company objectives and contributing to bottom line. Expert in providing clear explanations of complex processes to a non- technical audience, high-performance client base and smooth administrative environment to address complex business issues.

Employment Experience

Senior Analyst

2017 to 2021

Wipro Limited- Gurgaon, India

- Responsible for processing transactions in a timely and accurate manner to ensure service delivery as per client contractual commitments and assigned targets.
- Deliver training sessions on different domains, legislative requirements, scope of the domain and the clients, and up-skill the team members a subject matter expert for the Domain.
- Schedule meetings, interviews, HR events and maintain agendas
- Ensure all expenses are collated and processed with salaries, Pension, expenses, Overtime, reconciliation of Bacs.
- Participate and drive end-to-end transition of work from internal and external client (requirement gathering, documentation, and deployment)
- Accountable for driving resolution of customer/client issues by conducting research, analyzing trends, preparing RCA (Root Cause Analysis), implementing action plan and effectively communicate the same to the stakeholders.
- Responsible for gathering, documenting, testing & deployment of business requirements in change in scope of work / new work. Partner with stake holders for defect management as required.
- Partner with client manager to ensure timely completion of Client projects

Customer Service Advisor

2016 to 2017

Concentrix Daksh Services India Private Limited- Noida, India

- Handling data maintained by Advisors.
- Call Audits to maintain process Quality
- Follow Data Privacy and Code of Conduct standards
- Ensure compliance to Time Recording Guidelines.
- Adherence to floor policies, team schedule and leave plans.
- Provide OFS (On the Floor Support) to team members during calls.
- Front end support process visibility.
- Taking training sessions to improve call qualities.

EDUCATION AND CREDENTIALS

Masters of Business Administration; Human Resource

2018

Swami Vivekananda Subharti University – Meerut, India

Bachelor of Commerce Honors

2016

University of Delhi - New Delhi, India

TRAINING

Two months internship in Tata Pasco Motors LLP, as a Front Desk Coordinator, India 2015

CERTIFICATES

- Basic & Intermediate Japanese language Course; New Delhi, India 2015-2016
- One year Diploma in “Office Management” from “YWCA Delhi”; India 2014-2015
- First in Rangoli Making Competition in school, India 2012

TECHNICAL AND COMPUTER SKILLS

- SAP ERP Payroll, WFA & HCM
- Workday
- Workday Help
- Service Connect
- Salesforce
- Content Navigator
- Microsoft Office: Word, Excel, Power Point

