



# ROSHNI T G

## TEAM LEAD - OPERATIONS

### CAREER OBJECTIVE

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Extremely motivated to constantly develop my skills and grow professionally, make a significant contribution to the success of the organization.

### CONTACT

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34, Devendrapuram,  
1st street,  
salem-636001



roshniganesh23@gmail.com



9092116953

### SKILL SET

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- Escalation handling, RISK analysis
- MS Excel
- Basic of SQL, C
- Japanese Language Proficiency test

### PERSONAL PROFILE

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Hobbies : Learning new languages, Crafting, Calligraphy  
Languages Known :  
English, Tamil  
Japanesh, French - (R,W)  
Sourashtra (S)

### PROFILE

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- Confident in my ability to come up with interesting ideas and data-driven business decisions in Process Management and Business Operations.
- The ability to work under pressure and multi-task
- The ability to follow instructions and deliver quality results
- Process Quality Management Salesforce CRM Admin, Zendesk CRM Admin.

### WORK EXPERIENCE

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RUPEEK FINTECH, CENTRAL OPERATIONS ENGINEER  
SEPT 2018 - PRESENT

- Business Operations Management, Process Excellence, Stakeholder Management.
- Handling a team of 8 members and responsible for overlooking the daily activities of team.
- Identification of areas to develop in Business Process Perspective for each team.
- Data-driven Business Decisions with Leadership team and Stakeholders & Dynamic and real-time driven dashboards.
- Proficiency of Data-driven Business Metrics Improvement.
- Cross-functional Team communication & Metric improvements & Root Cause Analysis of Ticket & Business data Analytics.
- Salesforce CRM - Report Building and Data Maintenance.

### EDUCATION

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Sri krishna college of Technology (2014-2018) B.E ECE  
8.55

Holy Angel's Mat.Hr.Sec.School (2013-2014) 12th  
83

Holy Angel's Mat.Hr.Sec.School (2011-2012) 10th  
90