**M.SHIVANI**

Shree Krsna Ambas Apts,Laxmi nagar,Hyderguda|Hyderabad,India.

|8374902510 | enduja.endu@gmail.com

I want to put my creative and technical  skills, technologies that am familiar with that will benefit the Organization in the long run and also help me in adding value to my skills & building my professional career

**CERTIFICATIONS**

Trained and certified in COMMUNICATION AND SOFT SKILLS from Villa Marie Degree College for Women.

Achieved a certificate in GET SET GO PROGRAM from Villa Marie Degree College for Women.

 **PROFESSIONAL EXPERIENCE**

 **Cognizant**

My career started with Cognizant in 2020 jan 06 as a Process executive-voice & gained 8 months of experience

Experience in the field of customer service. I had a good response in terms of customer experience and customer satisfaction

I used to also handle escalations owing to my expertise in the process.

• Achieving Goals on a quarterly basis

• Worked under any peer pressure & completing daily targets & monthly goals

• Always helped when team needed my knowledge & always opted for new responsibilities

• Trained new operators during WFH

­­­­­­­­­­­­­­­**ACHIEVEMENTS**

School co-ordinator, Environment initiative by HSBC

Certified in National Cadet Crops

Certified in essay writing & Debate programs

Certified in sports (volley ball)

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**QUALIFICATION**

BSC from Villa Marie Degree College For Womens with 70%

Intermediate from Sri Gayatri Junior College with 60%

SSC from Newgen High School with 7.0(GPA)

**TECHNICAL SKILLS**

MS Office

Internet Concepts

Computer programming

Typing – 30W/MIN

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**Strengths**

Flexible in learning new things

Enthusiastic in performing any task

Self-motivated & Goal-oriented

**PERSONAL PROFILE**

Name : M.SHIVANI

D/O : LATE M.NARAHARI

Date Of Birth: 22-12-1998.

Languages : English, Telugu, Hindi.

Hobbies : Bicycling, Travelling and Youtuber

**DECLARATION:**

 I hereby declare that the above-mentioned information is true to my knowledge.

 Date

 Place:  Hyderabad                                                         (**M.SHIVANI)**