**JEKKULA RAMAKANTH**

**Objective**

To be associated with a progressive organization that gives scope to apply my knowledge and skills, and to be a part of a team that dynamically works towards the growth of the organization.

**Experience**

**2017-2020**

Process Associate **|** Genpact

Identifying the cases which are to be retained and which are to be sent for field Strategist of Account receivable process Coordinate with the executive for best resolution

**2020**

Claims Associate **|** UHG

controlling Claims for insurance. These include determining a customer's insurance coverage and evaluating those who have filed a Claim. Also, they must make sure that a Claim is analyzed correctly for the clients to receive their entitled financial settlement.

**Education**

**2015-2017**

**MBA(FINANCE) |** Krishnamurthy institution of management

CGPA: 65

**2015**

**B.COM(GENERAL) |** Silver jubilee Degree college

CGPA: 65

**2012**

**CEC |** S.V Junior College

CGPA: 42

**Rolls & Responsibilities**

* Aim Dialler in back end operations
* my responsibility is running the callable according to DB
* sending the Positive dispo dump & inbound call status file to manager
* sending agent productivity to FLM (front line managers)
* Sending stats file to FLM & Client
* work group changes according to FLM (front line managers)
* sending auto record , late login ,head count, dialler contribution
* updating bihourly , callables deletion backup in MIS
* Monitoring agents
* Sending break report
* Updating AHD (actual hours deliver)
* Downtime tracking
* Sending break report
* Weekly attendance & Tos exceed
* Sending inbound report

**Awards and Achievements**

* CHAMPIONS LEAGUE Award from Client for outstanding performance in July 2018.
* Three Bronze Award best resolutions .
* Have won INFLUENCE CHANGES awards I Moved to different portfolios.
* Have won DEEP DOMAIN EXPERTISE awards and I have deep domain knowledge.
* One Sport Award for Special Contribution accomplished within a Short time period.

**Certification**

* IIBF Trained and Certified as per RBI Guidelines.
* General Accounting Certified in Genpact Reach Higher Program.

**Skills**

* Tally 7.2.9.
* Good communication skills.
* Goal Sheet Oriented.
* Good Team worker.
* Good Analytical Skills.
* Troubleshooting.
* Good Typing skills.
* Ability to handle the situation efficiently.
* Good knowledge of VLOOKUP.

**Personal Details**

**Hobbies:** Playing Chess, Listening to music

**Languages**: Telugu, Hindi, English

**Strength:** Ability to work under pressure,