**Swathi Shenoy K**

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# Career Objective

To take a challenging post for understanding business change needs, assessing the Impact of those changes, capturing, analyzing and documenting requirements and then supporting the communication and delivery of those requirements with relevant parties.

# Education

* Bcom with 83.92% from Poorna Prajna College,Udupi- Mangalore University
* PUC with 93% from Poornaprajna Pre- University College, Udupi- Karnataka PU Board
* SSLC with 87.84% from Shree Narayana Guru English Medium School, Malpe-SSLC Karnataka Board

# Certifications

* Process: Agile Way of Working Foundation. (Internal Certification)
* Metamorph: Certificate in Business Analysis. (Internal Certification)

# Work Experience

**Tata Consultancy Services, AMP ( June 2015 to till date )**

**Senior Process Associate**

* Processing retirement and investment claims for Australian clients.
* High level of exposure to CITRIX version 8.2, Salesforce, Peoplesoft.
* Allocating funds to member account, paying out funds and switching portfolios according to client requirements.
* Interacting with clients through e-mails and Conference Calls to review and resolve process issues as well as implement new process & procedure changes.
* Creating daily, weekly and monthly reports to the client.
* Presenting weekly business reports of the team to the clients and senior management.
* Managing and reporting the SLA’s to the senior management.
* Provided Process improvement ideas to reduce TAT, cost reduction, and eventually Making process simpler and improving customer satisfaction.
* Training for new recruits and updating the team on new process migration.
* Allocation and delegation of work on daily basis.
* Efficiently managing the team as an acting team leader (Managing SLA, Quality, Concerns of the team).
* Reduced Handoff percentage from 29% to 18% by improvement ideas.
* Due to business Requirement and urgency had been crossed trained to different Engaged team.
* Connecting with Onshore Operations & Technical Team as offshore SPOC.
* Providing support to the team members as an SME.
* Reviewing, evaluating and updating Product training modules as needed, and communicating the changes to the team.
* Evaluating the quality of training delivered using feedback to check the effectiveness and ensure quality and consistency of training

# Key Deliverables

* Developing strategies that will help the team to achieve process and organizational goals.
* Providing trainings for the team members on need and monitoring team members participation to ensure the training provided is being put into use.
* Successfully organized Innovation Rally across Project, where each team member must give process improvement ideas and we got nearly 300 idea, in which most of ideas got implemented.
* Managing the flow of day-to-day operations.
* Successfully completed 5 financial seasons to meet SLA’s on time with high utilization & production.

# Recognitions

* Successfully implemented multiple Business Process Improvement initiatives to reduce errors, cost, turnaround time and enhance quality service for the customers.
* Star performer for consistency in Production and Accuracy.
* Best performer for consistency in Production and Accuracy.
* Appreciation from client end for achieving SLA and TATs.
* Awarded with TCS gems for outstanding performance every year.
* Awarded Top Performer award 7 times till date.

# Technical Skills

Languages : Java Programming (Core Java Basics - Self Learning)

Operating System : Windows 7, Windows 8, Windows 10

# Interests and hobbies

* Current affairs, Volunteer Work/Community Involvement
* Reading Novels

# Personal Information

* Gender: Female
* DOB: 28/08/1994
* Place of Birth: Udupi, Karnataka
* Language Known: English, Hindi, Kannada, Tulu, Konkani

I do hereby declare that the given information is accurate and correct to the best of my knowledge.

Date and Place: (Swathi Shenoy K)