

# Pooja Shetty

## Process Executive

I am a young, versatile and smart professional, self motivated, hardworking, fast learner, dedicated, multi-tasking and a problem solver who can work independently, with good communication and team-building skills. Willing to be trained and adopt new knowledge and skills.

Career Objective: To work in a challenging and dynamic environment and to keep adding value to the organization that I represent and serve, while also concurrently upgrading my knowledge and skills.



## Work History

2022-09 -  
2024-04

### PROCESS EXECUTIVE

*Cognizant Technology Solutions*

- Developed strong relationships with client by ensuring clear communication and timely delivery of results.
- Responsible for virtual functions related to tax payments, procurement and payment of tax bills for mortgage lenders monitor tax payment status for loans in which the borrower is responsible for paying taxes directly to the taxing jurisdiction.
- Meet and exceeding the targets set within the key research activities
- Working in clients CRM softwares
- Resolve customer queries via emails or calls.
- Handled escalated calls and cases with the aim of first call resolution
- Regularly updating customer database with accurate information.
- Evaluated ongoing processes for possible enhancements and beneficial changes to best practices.
- Maintained primary relationship accountability for clients, overall servicing responsibility and client satisfaction to maximize profitability of client relationships.
- Maintained strict adherence to quality standards by conducting regular audits, resulting in reduced error rates.

## Contact

### Address

Abu Dhabi, UAE

### Phone

+971506708469

### E-mail

poojashetty1210@yahoo.com

### LinkedIn

[www.linkedin.com/in/poojashetty1210](https://www.linkedin.com/in/poojashetty1210)

## Skills

GST SAP- ERP Finance  
certified- FICO Module from  
The Institute of computer  
Accounts and Finance (ICAF),  
Mangalore

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**E-mail:** poojashetty1210@yahoo.com

MS Office (MS Word, MS Excel, MS PowerPoint) from Manipal Institute of Computer Education)

Certified in E- Finance Tally ERP9 with GST, Busy, Peachtree, Advanced Excel, MS Access

## Languages

English  
Hindi  
Kannada  
Tulu

## Soft skills

Excellent Communication  
Willing to Learn  
Active Listener  
Time Management  
Hardworking  
Result Oriented  
Adaptive  
Dedicated

2022-01 -  
2022-06

## OPERATION ANALYST

Fidelity National Financial India (FNFI) Pvt Ltd

- Conducted research and analysis to develop model-based solutions to complex operational problems.
- Proved successful working within tight deadlines and a fast-paced environment.
- Review customer documents, and clear conditions commensurate with authority level communicates with customers.
- Improved operational efficiency by identifying and implementing process improvements and streamlining workflows.
- Work on project teams to identify, assess and resolve operational issue and streamline.
- Implemented risk management strategies to mitigate potential issues, resulting in more stable operations.

## Education

2021	<b>Bachelor of Commerce</b> NSAM First Grade College, Nitte <b>GPA: 76.7%</b>
2018	<b>PUC</b> NSAM PU College, Nitte <b>GPA: 83.17%</b>
2016	<b>SSLC</b> St Lawrence School, Attur, Karkala <b>GPA: 85.76%</b>

## Personal Details

Date of Birth: 12-Oct-2000  
Nationality: Indian  
Marital Status: Single  
Passport No: B9730397  
Availability: Ready to join immediately

## Declaration

I hereby declare that all the above provided information is true to the best of my knowledge.  
-Pooja Shetty.

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