



ROSHNI T G

TEAM LEAD - OPERATIONS

CAREER

OBJECTIVE

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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SKILL SET

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

PERSONAL

PROFILE

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

PROFILE

- 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

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

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