



Afra Begum



🏠 Al-Jubail Colony, Falaknuma, 500053 Hyderabad, Telangana, India.

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OBJECTIVE

An independent, enthusiastic and detail-oriented professional with an experience in Business Analysis and Support, Training & Development and Corporate Relationship across the IT sector.

EDUCATION

Saanvi Degree College For Women , Hyderabad

Bachelor of Commerce(Computer application) Marks:9.2%

Higher Secondary Education

Sri Gayatri Junior College For Girls , state board of telangana

Commerce economics civics (CEC) Marks:94%

Secondary Education

St. Mark's Boys Town High School , state

Marks: 8.0%

EXPERIENCE

July 2021 - July 2022

Cognizant, Hyderabad

Process executive

- Pellentesque at lectus in [libero dapibus](#) Roles and Responsibilities: Catching Abuse/Spam from the businesses listed on Maps. Completing the given target while maintaining all the parameters as per the company policies. Handling the team in the absence of the Team Lead. Addressing any questions or queries promptly and politely. Monitoring staff and operations, and drawing up strategies to improve efficiency. Ensuring production processes adhere to safety and quality regulations. Creating production process reports and teammates' monthly reports.

SKILLS

Software Knowledge

- Data Analysis , Financial Accounting , Effective Communication , Tax Accounting, problem solving, flexible , Attention to detail, Technical Skills: Microsoft Office, Word, Excel, PowerPoint, basic knowledge of Tally Erp9, Google Workspace (G-Suite): Forms, Sheets, Docs, Slides.

Languages

- English,Urdu,Telugu,Hindi

Marital Status

- Unmarried

Date Of Birth

- 1999-03-20

Hobbies

- Basketball, Music, Drawing, Photography