

AKSHAT MISHRA



Gurugram



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SUMMARY

Analytical Process Executive with a strong background in driving process improvements and operational excellence. Proven project management skills, adept at facilitating change and enhancing team performance through data-driven decision-making and effective communication.

WORK EXPERIENCE

Cognizant Technology Solutions

August 2024 - Present

Process Executive

- Managing customer transactions with accuracy and ensured strict adherence to compliance standards.
- Resolving customer inquiries, maintaining detailed records, preparing performance reports to support operational oversight.
- Collaborating with cross-functional teams to drive process improvements, enhancing overall efficiency.
- Achieved over 95% customer satisfaction, significantly contributing to improved client experience and retention.

Reena and Associates Chartered Accountant

March 2023 - September 2023

Accounting Assistant

Conducting basic financial analysis and helping with the interpretation of financial data, updating financial information into accounting software or spreadsheets and managing invoice processing, payment collections and vendor communication.

EDUCATION

Bachelor of Commerce

July 2020- August 2023

Gyandeep Degree College, Hardoi

Specialization in Marketing management and International marketing

Intermediate

April 2019 - June 2020

St. Xaviers Senior Secondary School, Hardoi

Matriculation

April 2017 - June 2018

St. Xaviers Senior Secondary School, Hardoi

CERTIFICATIONS

- Course on Computer Concepts (NIELIT)
 - Basic Microsoft Excel (Udemy)
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PERSONAL PROJECTS

FINANCIAL LITERACY CAMPAIGN (07/2021 - 08/2021)

The campaign's objective was to design and execute a financial literacy campaign targeted at a specific audience (college students/local community members).The project aimed to promote financial education, improve financial literacy, and empower individuals to make informed financial decisions.

PRODUCT LAUNCH – MARKETING STRATEGY (07/2022 - 09/2022)

The objective of this project was to develop a comprehensive marketing strategy for the launch of a new product or service. The project involved conducting market research, identifying target customers, creating a marketing plan, and implementing promotional activities to generate awareness and drive sales.

SKILLS

- Communication Skills
- Attention to detail
- Compliance and Regulatory Awareness
- Problem Solving Skills
- Collaboration and Teamwork
- MS Office Suite
- Customer Service Orientation
- Time Management
- Empathetic