



CONTACT



Perumbavoor-KL, INDIA



+91-9633707855



raghavkrishnapr@gmail.com



Njalil Vilavathu house,
Vattakkattupady, Perumbavoor
PIN-683542



20-10-1993

SKILLS

- Excel
- MS office
- Multi product handling
- Attention to Details
- Flexibility and Adaptability
- Effective Communicator
- Team Player
- Quick Learner
- Self Motivated
- Smart Worker

LANGUAGES

- English
- Hindi
- Malayalam
- Tamil

CERTIFICATIONS

- Diploma in Operations Management-Alison

RAGHAV KRISHNA P R

SUMMARY

A self-motivated, highly disciplined, and extremely thorough individual with experience in the consulting services and operation domains. Gets things done from inception to completion and pays great attention to detail. I want to work in a company that gives me a chance to prove my abilities and help the company in any way possible. I want the company's standards and goals to rise with the help of my own contributions.

EXPERIENCE

Sept 2022 – **Senior Executive – VFS Docswallet – Kochi, INDIA**

Nov 2023

1. Multi product backend operations.
2. Vendor Management & PG Management.
3. Customer support ticketing.
4. Client Settlement & Refund management.
5. System related improvement suggestion and incident management.
6. Business analysis and operation team coordination.
7. Report management MIS.

Sept 2020 -

Associate - Exl Services – Kakkannad, INDIA

Nov 2021

- 1, Managed complaints with calm, clear communication and problem-solving.
- 2, Identified issues, analyzed information and provided solutions to problems.
- 3, Exceeded goals through effective prioritization and consistent work ethic.
- 4, Achieved service time and quality targets.
- 5, Demonstrated consistent hard work and dedication to achieve results and improve operations.
- 6, Picked up additional tasks to aid team success.

Jan 2016 -

Senior Processing Officer – In solutions Global Pvt Ltd – Aluva, INDIA

Feb 2020

- 1, Transaction processing and analyzing the data.
- 2, Participate in new client implementation/onboarding new projects.
- 3, VISA, Mastercard, Rupay network coordination.
- 4, Debit card reconciliation and daily settlement.
- 5, ATM, POS, transaction dispute settlement and Refund management.
- 6, MIS reporting & analysis on product based reporting.

ACADEMIC QUALIFICATIONS

2015	B.com- MG University
2012	Board of Higher Secondary Examination , Kerala
2010	Board of Public Examination Kerala