

Harshita Lahoti

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Professional Summary

Results-driven client support professional with 4+ years of experience managing global service requests across the education and technology sectors, supporting clients in the UK, US, and Europe. Skilled in efficiently resolving inquiries, enhancing client satisfaction, and driving operational excellence. Recognized for strong relationship-building, attention to detail, and a commitment to delivering high-quality service.

Professional Experience

GUS Education Services, Hyderabad

Associate, Student Advisory Services

(September 2023- Present)

- Facilitated the end-to-end enrollment process for incoming clients by scrutinizing and authenticating documentation (photo identification, educational records), ensuring accuracy, compliance, and timely admissions across multiple brands.
- Acted as a Support Specialist by addressing and resolving client queries through CRM, Outlook, and phone calls related to course fees, outstanding balances, statements of account, and payment plans, while maintaining a high level of service satisfaction.
- Performed as a Business Communication Analyst by maintaining consistent engagement with prospective clients' agents, developing professional email templates, and delivering timely communications to prevent gaps. Coordinated with stakeholders to ensure smooth follow-ups on applications and maintained high process quality.
- Managed operations effectively by precisely inputting client details into the database, monitoring workflows, and ensuring adherence to both qualitative and quantitative benchmarks, including accuracy, timeliness, and overall enrollment targets.
- Trained and mentored new team members by guiding them through admission processes, operational procedures, and communication standards, contributing to improved team efficiency, onboarding, and performance.
- Collaborated across admissions, finance, and operations to oversee financial clearances and enrollment requirements, ensuring seamless coordination and consistently achieving or exceeding key performance indicators (KPIs) related to enrollment, communication, and process excellence.

Cognizant (Client: Google), Hyderabad

Senior Process Executive

(March 2023 – September 2023)

- Supervised a 5-member team to enhance productivity and client satisfaction.
- Acting as a bridge between the manager and the team members to maintain the lowest possible error percentage.
- Manages to introduce new ideas to decrease error percentage to the policy team.
- Introduces and maintains the data tracking of weekly target based to enhance efficiency gain.

Cognizant (Client: Google), Hyderabad**Process Executive****(June 2021 – March 2023)**

- Answered online requests and completed interactions quickly to meet production goals.
- Investigated basic issues and escalated more complicated concerns.
- Evaluated ongoing processes for possible enhancement and beneficial changes to best practices.
- Collaborated across teams to improve service delivery metrics.

**Core Competencies**

- Client Engagement & Support
- Email Handling
- Global Service Desk Operations
- Team-focused professional
- Project Management
- Quality Assurance & Data Verification
- Transition process
- Process Improvement & Workflow Optimization
- Team Leadership & Public Relations
- Documentation & Reporting
- MS Office
- Policy & Compliance Management

**Education**

- Post Graduate Diploma in Management (Banking & Finance), BIMTECH, Noida | 2022 – 2024 | Grade: 72.7%
- Bachelor of Commerce, Pragati Mahavidyalaya Degree College | 2017 – 2020 | Grade: 72.6%
- Intermediate (M.E.C), St. Francis Xavier Junior College | 2015 – 2017 | Grade: 82%
- Secondary School Certificate, Shree Hanuman Vyayam Shala High School | 2015 | Grade: 80%

**Achievements**

- Employee of the Month, Cognizant – for outstanding quality & productivity and multiple rewards and recognition for excellence at work.
- Recognized as the second-highest performer in admissions for May at GUS as part of the Rewards & Recognition program.

**Languages**

- English (Fluent)
- Hindi (Fluent)
- Telugu (Fluent)