

BANDARI VAISHNAVI

Senior Process Executive

+91 9381943163 | bandarivaishnavii56@gmail.com

Professional Summary

- Data-Driven Expert with a passion for building high-performance. Proven ability to optimize processes, analyze performance metrics, and drive continuous improvement. Skilled in fostering open communication with clients and mentoring new team members.
- Adaptable and results-oriented with a track record of success in achieving key performance indicators (KPIs) like productivity, accuracy, and occupancy. Thrive in fast-paced environments and readily embrace change.
- Looking to leverage my logical and analytical skills to contribute to a company focused on innovation and growth.

Experience

Wipro

Hyderabad

Senior Process Executive

05/2020 - Present

- Review business listings based on user complaints and make policy based decisions to take down.
- Analyzed data to identify areas for improvement in operational performance.DM
- Conducted regular reviews of existing processes and made recommendations for improvements.
- Ensured that quality control standards were met by monitoring performance against established goals.
- Understanding client policies, guidelines and making decisions based on them.
- Planning and executing the daily business requirements thus achieving the set goals.
- Reviewing user reports regarding website content and identifying improvement opportunities in workflow and suggesting solutions.
- Liaising effectively with other internal and client teams for a smooth closure.
- Investigate and resolve issues that are reported on social media such as requests for account support and reports of potentially abusive content.
- Gather, analyse and utilize relevant data to develop ways to improve the overall user experience on the site.
- Recognize trends, patterns and escalate issues outside the company policy.
- Review the reported content within agreed turnaround times and standards of quality.

Cognizant Private Limited

Hyderabad

Process Executive

01/2019 - 04/2020

- Applied knowledge of relevant laws, regulations, and industry best practices when making decisions about content moderation.
- Evaluated user reports regarding potential violations of terms of service.
- Work on business pages by following certain policies and need to review and take up decisions according to those guidelines.
- Pages must not contain false, misleading, fraudulent content and defraud users are our highest priorities.
- Display a strong bias to doing what's right for our community in supporting leading social media objectives.
- Ensure to become and remain knowledgeable about leading social media products and community standards.
- To meet the productivity goals and drive overtime when there's a need.
- Enforce social media terms of use by carefully monitoring reports of abuse on the site.

Coign Private Solution

Hyderabad

Software Trainer

07/2018 - 12/2018

- Work closely with the management on training low performers.
- Respond to student queries with high quality, speed, empathy, accurately and on time.
- Conducted sessions to enhance the knowledge of students during their placements time.
- Strong interpersonal skills, verbal and written communication skills and most importantly empathy.
- I also take care of day-to-day workflow assignments to the students.
- Identify inefficiencies in workflows and suggest solutions.

Education

MGIT (Jawaharlal Nehru Technological University)

Bachelor of Technology in Electrical and Electronics Engineering

Hyderabad

06/2014 - 04/2018

Skills

- Data Analysis
- Root Cause Analysis
- Quality Management
- Effective Communication

Courses

Six Sigma Yellow Belt

VMedu Inc.

12/2024 - 01/2025

Certified Training Expertise Program

Wipro

02/2025 - 03/2025

Policy Writing Program

Wipro

05/2025 - 06/2025

Achievements

- Certified with merit in PPT in Widyouth 2k16 in MVSR Engineering College.
- Positive Feedback from trainees for the trainings conducted.
- Certified as a best organizer in POT2K16 held in our college.
- Certified in a National Level Technical Symposium organized by ISTE Students.