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| Arihant JAmedPlot No.: G & F, 1st Floor, KEE Avenue, Vijay Nagar, Manimangalam Main Road, Varadharajapuram, Mudichur, Chennai - 600048arihant.pinto@gmail.com | +91 988-401-4825 |
| Dependable and strategically minded professional with a proven track record of success in Operational Excellence and Customer Support. Excels in high-pressure environments, both independently and as part of a team. |

# Experience

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| cognizant technology solutions (November 2015 – Present)Senior Analyst (February 2019 to present)**Briefing (1/2):** Task-driven professional excelling in Demand Management, Resource Utilization & Layering utilizing cutting-edge technology. Skilled communicator adept at building strong relationships across all organizational levels. **Roles & Responsibilities:**• Developed a comprehensive revenue flow to headcount model for validating and approving demands raised by delivery. Managed the hiring demand strategy through robust modelling, incorporating factors like revenue growth, organizational structure, and attrition rates.• Solely created an organization-wide demand approval grid using end-to-end automation with UiPath and Digital First technology, reducing 76% of manual working hours and aligning with business standards and procedures.• Assumed full responsibility for organization-wide promotion analysis from a business perspective. Crafted quarterly terms and conditions based on company growth metrics, conducted validations, and collaborated with seven vertical teams to address non-compliance issues, ensuring efficient data validation and submitting final reports to the COO for sign-off.• Prepared and delivered ad-hoc reports related to demand, supply, and their insights as requested.• Analysed monthly revenue per FTE and tracked performance against targets for each vertical. Conducted meetings with stakeholders to address and resolve any deviations, ensuring all verticals met their year-end targets.• Prepared and delivered leadership reports and decks on topics such as Utilization, Layering and Span, Pyramid Percentage, and more. Highlighted areas of achievement and areas needing improvement.• Prepared the Monthly Operations and Delivery deck for my portfolio, ensuring submission within the specified Turnaround Time (TAT) with relevant data points and highlights.• Managed Travel and Expense (T&E) for organizational-level associates, aligning approvals with budget constraints and criticality, and reviewed and approved submissions based on stipulated conditions.• From 2019 to 2022, managed, analysed, and planned Cognizant's Sales & General Administration (SGA) expenses, meticulously monitoring monthly expenditures. Developed comprehensive reports to analyse actuals vs. forecasts, identifying potential risks and opportunities to inform management. Provided strategic recommendations to drive business results and achieve financial goals within budget.• Conducted variance analysis to investigate discrepancies between actual and planned performance, demonstrating exceptional attention to detail, strong organizational skills, and diligent follow-up.Awards & Recognition**:**1. Demonstrated exceptional performance and leadership, earning three promotions within a span of six years while consistently exceeding organizational expectations
2. 2020 – Gold Award Winner for diligently tracking and maintaining SGA expenses
3. 2021 – Coral Award Winner for exceptional teamwork, managing one direct report and two dotted reports
4. 2024 – Coral Award Winner

Senior process Executive (programmer) (Novembeer 2015 - February 2019)**Briefing (2/2):** Over 3 years of dedicated support at Cognizant, resolving customer issues and enhancing the company's image. Proven track record of attentive listening, swift problem-solving, and building strong, professional client relationships.**Roles & Responsibilities:**• Exclusively handled Remittance Advise for non-voice service request claims, maintaining high-quality scores• Demonstrated strong performance, leading to an opportunity to work with a critical client. Consistently improved survey ratings and successfully managed two additional critical accounts, achieving high customer satisfaction• Cross-trained in Claims and related reports, gaining versatility and comprehensive understanding of the entire process• Cross-trained in various enrolment scenarios, minimizing case transfers to the enrolment team• Ensured the team stayed updated on process work styles by conducting quick meetings and sending email notificationsAdditional Responsibility:• Attended monthly calls with client executive managers for updates and discussions on the status of open requests.• Assisted other teams with ticket resolutions during spikes in open requests, maintaining timely case addressing.• Exclusively handled escalations for the entire team.• Periodically checked and assigned unassigned case requests across all processes.• Certified in Call Centre operations and assisted inbound client callers.• Trained new associates, ensuring consistency and minimal errors in their work.• Provided floor assistance when required.• Ensured the team addressed open tickets and maintained service levels by sending timely reports.• Trained new teams in the west on Remittance Advise research methodology in two batches.• Conducted monthly PKT assessments and provided feedback.• Completed FACET training and became a certified Cognizant trainer.• Certified as a Cognizant Revenue Cycle Management (RCM) associate.• Participated in IVR testing for Call Centre enhancements.• Organized weekly "Fun at Work" activities.Awards & Recognition**:**1. 2017 – Best of the Month Award for outstanding work as an associate.
2. 2017 – Spot Light Award for consistent KRA Topper.
3. 2018 – Unicorn Reward for being the KRA Topper for consecutive months.
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| GE Capital Business Process Management (April 2014 – November 2015)Customer Service AssociateROLES & RESPONSIBILITIES:• Managed SBI Card customer service calls, both inbound and outbound.• Handled customer inquiries and escalations efficiently.• Created diagrammatic call monitoring score reports to prevent defective calls.• Implemented "Fun at Work" ideas to boost productivity and team bonding.• Took charge as a team member to train colleagues and share productivity and process-related updates.Awards & Recognition**:**1. On spot appreciation for outstanding calls which was handled
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| Just Dial Limited (April 2013 – april 2014)Process AssociateROLES & RESPONSIBILITIES:• Conducted outbound sales and marketing for Just Dial products.• Worked towards daily sales targets and expectations.• Scheduled client appointments at designated times to close deals. |

# Education

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| 2009 - 2012Bachelor of Computer Science, A.M Jain College meenambakkam, CHENNAIPercentage Recorded: 67.13% |
| 2008 - 2009higher secondary, Seventh-Day Adventist School Chengalpet, CHENNAIPercentage Recorded: 74.25%2006 - 2007SSLC, Seventh-Day Adventist School Chengalpet, CHENNAIPercentage Recorded: 68.18% (Matriculation Curriculum)  |

# personal profile

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| **Father’s NamE :** Dharmichand**Mother’s Name :** Arthi**Date Of Birth :** 02/09/1991**Nationality :** Indian**Marital Status :** Single**Hobbies :** Travelling & Music |

# LAngualges Known

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| **English :** Speak, Read and Write**Hindi :** Speak, Read and Write**Tamil :** Speak, Read and Write |