

Amreen Taj

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OBJECTIVE:

To pursue a challenging career and to be associated with a progressive organization that gives scope to apply my knowledge and skills towards the growth of the organization and self.

EDUCATIONAL QUALIFICATIONS:

Course	Name of the Institution	Year Of Passing	Percentage
B.A in Journalism	Indo-Asian Academy	2017	7.49 CGPA
II Year P.U (PCMB)	Abbas Khan P.U College for Women	2011	50.83%
SSLC	Indian Children English Primary And High School	2009	66.56%

WORK EXPERIENCE:

Accenture Solutions Private Ltd. May 20, 2020 – Present

HR Service Delivery Analyst (Human Resources)

Handling Leave of absence management for employees working in North America. Working on daily case related tasks, gathering reports of the pending cases and assigning it to the team. Performing system compliance audits for everyone, making sure employees understand policies to apply and be eligible to apply for leave, responding to emails within the given SLA time, maintaining of documentation submitted by employees. Assisting them with accurate details and updates on their leave. Maintaining hassle free experience throughout their leave process.

AMAZON Development Centre, Bangalore, Nov 2017- Dec 2019 (contract based)

Sr. Employee Resource Specialist. (HR Assistant)

Was responsible in helping US employees regarding their work-related queries such as, payroll issues, Signing Bonus, Stock related queries, time card issues, Time off, making sure the employees understand the policies and procedure, assisting them with all kinds of Leave of Absence, Garnishment, Worker's Compensation, Employment Verification, Career Choice, also creating tickets when required and resolving them within the SLA time. As a specialist I ensured the sensitive data is been dealt with utmost standards.

Concentrix, Bangalore, March 2014 – October 2014 Rehire - July 2016 - Oct 2017

TSB Banking services LTD, UK.

Role: Practitioner for Credit Card Collections

Handling day-to-day operations and deal with the financial crisis faced by the UK residents, and was responsible for giving correct and accurate resolution to the customers to ease their financial difficulties. Performing regular audits (Quality checks) for the employees internally and giving effective and timely feedback to improve and make corrections to the errors made.

TECHNICAL SKILLS:

- **Operating systems**
- **MS Word**
- **MS Excel**
- **MS Power point**
- **MS Access**

STRENGTHS:

- Quick Learner
- Fluent communication skills
- Punctual
- Creative
- Multi-Tasker

PERSONAL DETAILS:

- Full Name: Amreen Taj
- DOB: 05-12-1994
- Father's Name: Mohammed Ghouse
- Marital Status: Unmarried
- Address: #1667/1, 3rd Cross, Modern Layout, Devarajeevana Halli, Bangalore-45
- Languages Known: English, Hindi, Kannada
- Interests: Reading Novels, Writing Poems, Exploring.

Place: Bangalore

Date:

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