**Chandra Shekar G C**

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**Professional Outlook:**

* Having 6+ years of experience in Commercial Banking and Logistics team
* Interested work in Finance, Administration and Banking sectors.

**Work Experience:**

**MILASTAR PVT LTD,. – Working as a Senior Executive in Logistics Support Team from 1st December 2017 to till date.**

**Role & Responsibilities:**

* Handling customer’s escalations and resolving the issues raised.
* Initiating refund to the customer’s account on return orders.
* Co-Ordinating with courier partners regarding deliveries and resolving customer’s issues on time.
* Preparing daily, monthly reports required by the management..
* Training to the Customer Support Team regarding process
* Contacting Shipping Team and giving instructions to dispatch the orders on time.

**SLK GLOBAL BPO SERVICES – Worked as Senior Team Member in Treasury Management Team (Implementation) in Commercial Banking project. (June 2012 to Nov 2017) s**

**Role & Responsibilities:**

● Setup customer Accounts in to Bank systems.

● Creating ne w company id’s and adding accounts to web portal system.

● Making Changes to the customer accounts and company details in portal and Mainframe systems.

● Adding accounts to the MTS system for international money transfers.

● Adding accounts to ACH System.

● Updating the process procedures and interacting with the onshore team for any updates and any clarifications through E­mail and Chat applications.

* Resolving the queries raised in team as an SME of the process.

● Verifying the provided documents like MTMA, credit memo’s and authorities/approvers

● Training and Mentoring the new team members on the products.

● Joining in weekly calls with the onshore team along with the Team leads.

● Preparing the production reports and other daily activity reports.

**Notable accolades across Career Path**

● Recognized for maintaining 100% Quality of work with ‘ZERO’ Error.

● Received awards, cheers & appreciations from Clients and Business Owners for performing continuous process improvements.

**Technical Skills:**

● Worked on Citrix CRM, PEP+, Tera Term, Metvante, TMDB for Implementation products

● Advanced Knowledge in all Microsoft Office Applications

**Expertise**

● Ability to handle the multiple tasks.

● Good Communication and Analytical Skills.

● Ability to focus on customer needs and deliver them consistently.

● High level of energy and ability to energize others.

**Personal Information:**

**Personality**​ ­ self­motivated, improviser

**Nature**​ ­ goal seeking and matured

**Beliefs**​ ­ obedience and punctuality

**Objective**​ – consistent performance and implement ideas with zest

**Education:**

Bachelors in Commerce from Bangalore University (2011) PUC (+2), Vikram PU College, Chintamani (2009)

**Additional Information:**

Date of Birth 6th July 1991

Father’s Name Sri. Chowdareddy

Mother’s Name Smt. Yashodamma

Marital Status Single

Languages known English, Kannada, Telugu, Hindi

City Bangalore , Hobbies Playing Cricket, Badminton