

# RISALATHULLA R

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# 42/50, Vinayaga Street, Newpet, Krishnagiri-635001



## CAREER OBJECTIVE

Seeking challenging career position and opportunities in order to gain and leverage cross-functional experience, business, analytical and technical skills and in turn be a significant part of a vibrant team where my potentials can be exploited to the maximum.



## EDUCATION

Indian Academy College - MBA

Lohit's Academy College - Bcom



## ACHIEVEMENTS

Got Best Debutant Award twice in  
JP Morgan

Won in College Cricket Tournament  
(Cricketer)

Won Dancethon Competition



## LANGUAGES

- English
- Tamil
- Kannada
- Urdu
- Hindi



## WORK EXPERIENCE

### J P MORGAN CHASE – Bengaluru

04/May/2022 - Present (1 year)

- Our process is all about reconciliation process, analyzing customer quarries, escalations, transaction like Branch cash deposits, check deposits, withdrawal and payments (Credit card, mortgage payments)
- Providing resolution to customer about their quarries related to transaction and escalation
- Handling Escalations received for Branch, other bank and internal departments
- Research and resolve exceptions identified while processing the checks and deposit transactions at Branch
- Consumer Resolution Services works with internal departments, FRB and other financial institutions to resolve discrepancies between organizations.
- Work on escalations received from other financial institution, customer and internal departments.
- Contacting internal departments to resolve the issue and adjusting the internal ledgers.
- Managed time efficiency in order to complete all tasks within deadlines.
- Worked well in a team setting, providing support and guidance.



## SKILLS & ABILITIES

Office tools (MS Doc, MS excel & MS PowerPoint)

Ambitious, Determined and committed

Proactive and reliable.

Time Management

Attention to Detail

Teamwork and collaboration