

M SWARNA PRIYA

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SUMMARY

Experienced banking professional with **6 years and 9 months** in customer service, branch coordination, and backend operations. Skilled in managing customer interactions, handling documentation, and supporting smooth day-to-day processes. Strongly inclined toward non-technical roles where I can apply my communication, organizational, and problem-solving skills to contribute effectively to business operations and client satisfaction.

WORK EXPERIENCE

Paak Consultants // Front Office Executive	14February,2014--February 01, 2015
VARA INFOTECH PVT LTD(Formerly 3i Infotech BPO) // Junior Associate	February 02, 2015
Wipro Acquisition VARA INFOTECH PVT LTD // Associate	December 07, 2020

- Performed accurate data entry for various financial products such as personal loans, credit cards, mortgage loans, and auto loans in the banking system.
- Ensured all customer applications were updated in internal systems with correct information and supporting documents.
- Conducted thorough document verification and auditing to ensure completeness, authenticity, and compliance with internal and regulatory standards.
- Verified presence of mandatory documents like ID proof, income proof, address proof, bank statements, etc., before forwarding files for processing.
- Interacted with customers through phone and email to collect missing or incomplete documents and resolve discrepancies in applications.
- Maintained a tracker/report of received and pending documents for audit and monitoring purposes.
- Coordinated with different departments such as sales, risk, and underwriting for clarification and escalation handling.
- Assigned processing tasks to internal users based on daily workload and priority queues.
- Followed up on assigned tasks to ensure timely completion and compliance with service level agreements (SLAs).
- Assisted in quality checks and internal audits by providing accurate and complete documentation records.
- Maintained confidentiality and integrity of customer data in line with banking data security protocols.
- Provided support to team leads and managers in preparing daily/monthly reports related to loan processing and documentation.
- Participated in team meetings and process improvement discussions to enhance accuracy and turnaround time (TAT).
- Ensured adherence to compliance policies, KYC norms, and internal operational guidelines at every stage of loan lifecycle.

EDUCATION

Completed Bachelor of Commerce (B.Com) from Geetham University in the year 2023.

ADDITIONAL INFORMATION

Technical Skills

- MS Office Suite (Excel, Word, Outlook)
- Banking Software & CRM Tools (Core Banking Systems, Loan Processing Platforms)
- Data Entry & Documentation
- Document Auditing & Validation
- Customer Relationship Handling
- Task Management & Reporting

Languages

- English (Fluent)
- Hindi (Fluent)
- Telugu (Native)

Awards & Activities

- Best Performer Award – Recognized for consistently high performance in loan processing and documentation accuracy.
- High Claims Submission Award – Awarded for achieving top-tier productivity in credit card and loan claim processing.
- Productivity Excellence Recognition – For maintaining high efficiency and minimal error rate in backend operations.
- 5-Year Service Anniversary Award – Honored for dedicated service and contribution to banking operations over 5+ years.

DECLARATION

I hereby declare that the above information is true and correct to the best of my knowledge and belief. I take full responsibility for the accuracy of the details provided and am committed to upholding the highest standards of integrity and professionalism in my work.

M Swarna Priya