

# Devika Thakur

Associate Financial Analyst

## Contact

### Address

Ajmer, Rajasthan, 305001

### Phone

946-055-2068

### E-mail

devikatha7@gmail.com

### LinkedIn

<https://www.linkedin.com/in/devikathakur2707/>

### WWW

<https://zety.com/profile/shubhamsingh-chandel/623>

## Education

2019-07 - 2021-05

### PGDM: PGDM in Finance & Marketing

St. Kabir Institute of Professional Studies - Ahmedabad

2016-07 - 2018-04

### Masters in Commerce : M.Com in Accounts & Business Administration

Sophia Girls College - Ajmer

2013-07 - 2016-04

### B.Com: Bachelors in

In my 2.2 years of Finance Analytical & Customer success experience in the core team, I have contributed to the organization's 3.8X growth of revenue while being the go-to guy for challenging tasks.

I'm always eager to learn & explore new possibilities for solving a problem by improving existing processes & Automation which resulted in 27% lesser TAT.

I believe that the diverse exposure to project consultation with US clients has helped me to understand their fast-paced, lively, Customer-Oriented, Product-driven, and dynamic Business culture.

Life Quote- It takes less time to do the thing right than to explain why it went wrong.

## Work History

2022-05 -

Current

### Customer Success Manager

Joveo , Bangalore, KARNATAKA

- Monitored metrics and developed actionable insights to improve efficiency and performance.
- Played an instrumental role in client satisfaction by working with operational teams to properly resolve service issues.
- Created customer support strategies to increase customer retention.
- Conducted training and mentored team members to promote productivity and commitment to friendly service.
- Facilitated penetration of key accounts via strategic planning initiatives.
- Recommended products to customers, thoroughly explaining details.
- Updated account information to maintain customer records.
- Clarified customer issues and determining root cause of problems to resolve product or service complaints.
- Offered advice and assistance to customers, paying attention to special needs or wants.

2020-11 -

2022-04

### Associate Financial Analyst

XL Dynamics India Pvt. Ltd., Ahmedabad, Gujarat

- Managed Credit Limit database by setting,

## Commerce

*Sophia Girls College - Ajmer*

2011-07 - 2012-05

## High School Diploma

*Sanskriti.. .The School - Ajmer*

## Certifications

2020-08

Analyzing company performance using ratios by Coursera

2020-09

Personal & Family Financial Planning

2020-12

Creating a Portfolio

2021-02

Marketing in a Digital World

2020-07

Derivatives Research Project by The Money Roller

## Accomplishments

- Been in the Top performer list consistently every quarter as I never received a single error.
- Resolved Checklists issue through Self Testing
- Earned performer of the month award for generating 38% revenue.
- Awarded for completing 98% of conditions by completing them Within the SLA with accuracy

removing, and adjusting credit limits determined by strength of credit and ratio of credit limit used.

- Involved in Underwriting of loan documents, Title documents like Hazard policy, credit review, etc to ensure that the loan is in compliance.
- Capable of making credit decisions for loan approvals, loan declines or counteroffers by strictly adhering to guide set forth by DE, CMI, Credit Authorities policy, and FNMA and FHLMC programs.
- Work closely with the processing and closing teams to perform timely review of conditions submitted and requested loan amount changes as required.
- Performed underwriting, financial analysis and the calculation of key financial ratios (Front end/Back end/DTI ratios)
- Communicating with clients, third parties and customers to address their queries and concerns resulting in high customer satisfaction.
- Maintain database by entering, verifying and backing up data and documents in the ERP system.
- Monitored and analyzed key financial and performance ratios in determinants borrower's compliance with loan agreement.
- Contribute to team efforts by accomplishing related results as needed and perform verifications as per the process to determine authenticity of data.
- Reviewed financial reports and streamlined operations to increase productivity and company profits.

2020-08 -  
2020-10

## Data Moderation Analyst

*Sharechat, Bengaluru, Karnataka*

- Analyzed 3.2% of category specific content for Sharechat.
- Identified issues, analyzed information and provided Data Oriented solutions.
- Participated in continuous improvement by generating suggestions, engaging in problem-solving activities to support teamwork.
- Developed and maintained courteous and effective working relationships with team members and sometimes with key Content creators.

and efficiency.

- Documented and Resolved Client Queries Which led to Client Satisfaction & generating more Business
- Awarded as a winner in Srijan - 2020 Vyapar Rangmanch held at St. Kabir Institute of Professional Studies

## Skills

Attention to Details

Problem - Solving

Financial Analytics

Customer relations specialist

Credit Analysis

Performance Evaluations

Quick Learner

Pre Risk analysis

Multitasking & Time Management

Effective Communication

IT skills - MS Office, Statistical Analysis, SQL

2020-05 -  
2020-07

## Derivatives Analyst

*The Money Roller, Mumbai, Maharashtra*

- Observed derivatives data by using historical & implied Volatility
- Analyzed data and drawing out the inferences has helped me in developing analytical skills.
- Data grinding, data analysis, building inferences & derivative strategies using volatility and skewness
- Evaluated investment potential of companies with thorough assessments of historical data, operational activities and future objectives.
- Reviewed monthly requisitions for accuracy and completeness, reconciled transactions and determined payment approval statuses.
- Orchestrated client-centered financial packages factoring in current market trends.
- Maintained existing tools necessary for desk to operate and properly managed risks.

2019-12 -  
2020-02

## Product Marketing Coordinator

*LG, Ahmedabad, Gujrat*

- Over Achieved the target while exceeding objectives by 134%.
- Helped developed client relationship during "Sing for the Nation Event".
- Participated in Promotional activates to promote the brand.
- Built relationships with customers and community to promote long term business growth.
- Negotiated prices, terms of sales and service agreements.

2019-08 -  
2019-10

## Product Marketing Intern

*ITC, Ahmedabad, Gujarat*

- Analyzed and understands the customer behavior towards the brand.
- Helped sales professionals maintain customer relationships by making follow up calls to recent buyers.
- Demonstrated products to customers, answered questions and redirected objectives to positive features.

- Helped organize sales events and meetings and set up spaces.
- Managed customer expectations and helped navigate sales processes.
- Contacted customers to immediately find resolutions for escalated issues.
- Collaborated with managers to provide customer feedback and recommend operational changes to meet emerging trends.