

# ROOBASHINI P

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## PROFESSIONAL SUMMARY

Dedicated and detail-oriented Process Executive with 3 years of experience in customer support, seeking to transition into the healthcare domain. Proficient in MS Excel for data entry and analysis. Strong communication skills in English (read, write, speak) and hands-on exposure to Provider and Payer domains through recent project involvement. Highly organized, dependable, and capable of working independently in remote settings.

## KEY COMPETENCIES

- MS Excel
- Data Entry Management
- Report Preparation & Presentation
- Problem-solving & Issue Resolution
- English Proficiency (Spoken & Written)
- Communication & Coordination
- Time Management & Task Tracking
- Confidential Data Handling
- Remote Work Tools (Zoom, Microsoft Teams, Google Workspace)

## PROFESSIONAL EXPERIENCE

### Customer Support Officer

#### Equitas Small Finance Bank, Dindigul | Nov 2014-Jan 2018

- Managed customer inquiries and documentation with high accuracy.
- Used MS Excel to track and analyze customer service metrics.
- Maintained data confidentiality and complied with banking norms.
- Trained new staff on data handling procedures and MS Excel basics.
- Performed accurate data entry and maintained records and financial transactions using MS Excel.
- Handled savings and current account queries, ensuring prompt resolution and customer satisfaction.
- Managed ATM operations including complaint handling, cash uploading, and cheque clearing.
- Supported activation of digital banking services such as Net Banking, Mobile Banking, and ATM setup.
- Maintained service registers and assisted in audit and compliance reporting with proper documentation.

## EDUCATION & CERTIFICATIONS

### Bachelor of Computer Science

NPR Arts and Science College, Natham.  
Graduated: 2014 | Score: 80%

### Diploma in Cooperative Management – Aundipatty

Completer in July 2022 with 65% Score

## CERTIFICATIONS

- MS Word Certification

### Additional Details

- Available for Night Shifts
- Stable Internet Connection & Dedicated Workspace
- Willing to undergo training and upskilling