

**Siva**

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GPH Road

Vellore-632001

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## CAREER OBJECTIVE

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I seek a challenging assignment in organization that will utilize my knowledge and experience. My aim is to contribute to the objective of the organization and to grow with it.

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### ATTRIBUTES/ ABILITIES:

Excellent interpersonal and communication skills

Self- motivated, methodical and process driven

A team player, continuous learner and proactive

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### Strength:

Positive attitude, hardworking and ability to work under pressure.

Ability to reach goals.

Leadership quality.

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### ➤ QUALIFICATION

Completed graduation in Commerce (B.COM) at C. Abdul Hakeem College in 2017 (64%).

Completed HSC in Voorhees higher secondary school (2014) (65%).

Completed SSLS in Voorhees higher secondary school (2012) (42%).

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### ➤ Experience

**Company Name** : HDB Financial Service

**Designation** : Jr. Officer in Operation Team

**Period of working** : Nov 2017 to April 2019

### Job Responsibilities:

Handling mail queries escalation and resolving issues within the TAT.

Validating the signature and id proofs of the customer on static data maintenance request with

bank records for debit and credit cards.

Inputting the static data maintenance as customer requested to get update on change of address, mobile and email id for debit and credit cards after level checks.

Reissuance and replacement on credit cards to the customer after level checks.

Primary and Add-on for credit cards activation after level checks.

Points transfer from transferred card to new card through upload.

Following up with courier in case of any delivery disputes.

ASM update on the daily basis for fulfillment.

Reconciliation done on the next day and MIS update on a daily basis.

Handling KYC process.

Use banking software (Sign scan) and checking all the documents for customers.

#### Personal Detail

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Father's Name : Babu  
Date of Birth : 19th February, 1997  
Marital Status : Single  
Languages Known : English, Tamil.  
Interest & Hobbies : Playing Cricket, Watching TV.  
Experience : 1Year and 6Months

Declaration:

I hereby declare that the information furnished above is true to the best of my knowledge.

Place: Vellore

Yours faithfully

Date:

B. Siva