Menaka Sampath

7538 ROAN OAK DR N

WILSONVILLE

0R 97070

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Email:[minu.mickey@gmail.com](mailto:minu.mickey@gmail.com)

*To Obtain a challenging position in the Banking or Financial sector where my experience and academic skills will add value to the Organizational operations*

**PROFESSIONAL EXPERIENCE**

**TCS ESERVE – SPENCER PLAZA, CHENNAI-(MARCH2009 –JULY 2011)**

**PROJECTS ACCOMPLISHED**

|  |  |
| --- | --- |
| **Title:** | **DINERS ITALY SERVICES** |
| **Client** | **CITIBANK DINERS- ITALY** |
| **Environment:** | FILENET, ECS, ONDEMAND |
| **Role** | ASSOCIATE |
| **Review:** | Activation and deactivation of merchant terminals, Resolving merchant Queries on daily basis through file net application. |
| **Accountability:** | Activation and deactivation of the Merchant Terminals   * Resolving the Merchant Queries. * Updating of Demographics (Primary and Secondary). * Updating of merchant Bank account number and activating it. * Sending Rid through Boes. * Statement pulls from the Document direct. * Resolving customer queries through E-mail. * Dispatching the files to the respective queues. * Handling gone-aways. |
|  |  |
| **Title:** | **DINERS OPS ADMIN** |
| **Client** | **CITIBANK DINERS UK** |
| **Environment:** | FILENET,ECS,DOCUMENT DIRECT,ON DEMAND |
| **Role** | ASSOCIATE |
| **Review:** | Pulling the statements from the Document direct and dispatching the same to the specified demograhies of the customer. |
| **Accountability:** | * Statement pulls from the Document direct. * Resolving customer queries through E-mail. * Dispatching the files to the respective queues. * Handling gone-aways. |

|  |  |
| --- | --- |
| **Title:** | **MALASIAYA-TPU** |
| **Client** | **CITIBANK MALASIYA BCOPS** |
| **Environment:** | SHAREPOINT,ECS,ON DEMAND,CITIDIRECT,ECLIPSE |
| **Role** | ASSOCIATE |
| **Review:** | Giro Transfers and Non giro payments based on the request received in the share-point |
| **Accountability:** | * Enrolling Insurance for the Customer. * Closing the Bad Debtors. * Tagging the customer with various benefits. * Issuing Refund credit Balance cheques. * Issuing Replacement cheques. * Issuing Loan. * Transfer of fund to the CASA account. * Preparing the Daily Basis MIS and consolidated MIS. * Debiting/crediting reward points to the eligible customer. * Pulling online statement to the customer. * Preparing and summarizing the report. |

**ABN AMRO CENTRAL ENTERPRISE – OLYMPIA TECH PARK, CHENNAI-(JULY 2008 –FEB 2009)**

|  |  |
| --- | --- |
| **Title:** | **STANDARD SETTLEMENT INSTRUCTION** |
| **Client** | ABN AMRO –UK |
| **Environment:** | NUCLEUS,NATWEST WALLSTREET, RBS WALL STREET |
| **Role** | OFFICER |
| **Review:** | Exchange of currencies, dealing with FX products, collaterals, prime brokerage, and other derivatives. |
| **Accountability:** | * Creating Client Account in backend office. * Clearing client queries regarding creation of Accounts. * Helping client to transfer their Funds without any delay to other accounts. * Interact with the client to get their exact requirements. * Coordinate with various departments to fulfill client requirements in * Account creation. * Deal with foreign Exchange on behalf of customers and Bank. * Deal with Prime Brokerage. * Handling securities transaction. * Handling Internal and External money transfer. * Act as an Intermediary to enact money transfer. * Major role in creation of client account, money transfer, and * Resolving the customer queries. |

**EDUCATIONAL AND PROFESSIONAL DEVELOPMENT**

* **Master of business administration [M.B.A.]**

74% - Parks College- Tirupur Affiliated to Bharathiyar University,

* **Bachelor of commerce with computer application [B.Com (C.A)]**

69% - A.P.C Mahalakshmi College for Women- Tuticorin Affiliated to Manonmaniam Sundaranar University

* auxilium girls higher secondary school [**H.S.L.C**]

85%, Vellore, TN, 2003

* auxilium girls higher secondary school [**S.S.L.C**]

70%, Salem, TN, 1997

*Accomplishment:*

* + Certified for Science forum conducted in Chennai.
  + Certified for diploma in PCP at Vellore.
  + Certified for over all proficiency in MBA.
  + Ranked first in the events conducted by “All India Residential Personality Development Program in Coimbatore.
  + Organized the International seminar conducted at Tamilnadu engineering College, Coimbatore.

**PERSONAL INFORMATION**

**Nationality:** INDIAN

**Gender:** Female

**References:** Available on request