

Profile Summery

- Over 5.02 years of Experience in Banking domain.
- Worked in Credit Card Operation
- I seek a challenging assignment in the organization that will utilize my knowledge and experience

RAHUL A

23rd august 1994

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• 101 Kalaigner Nagar, 3rd Street Kovilpathagai, Avadi, Chennai

Personal Details:-

Father Name : M. Asirvatham

Gender : Male
Marital Status : Single
Nationality : Indian

Language Known: English, Tamil and Hindi

Skills

Professional Skills

MS – Word & Excel • • • • Typing

Personal Skills

Hard Work

Smart Work

Team Handling

Work Experience:

Company - Tata Consultancy service Ltd.

Duration : June 2016 to till date

Client Name : CITI Bank

Designation : Senior Process Associates

Process : Credit card Fraud Analysis & Chargeback.

- > Identified Customer disputes and Issue Conditional credit to dispute charges.
- Fraud investigation and processing 1st level chargeback.
- Responding for Re-presentment and proceeding for 2nd level chargeback or Pre Arbitration.

Responsibilities:

- > Analyzing Team Quality through Case sampling and updating quality detail to Supervisor.
- Auditing Process Flow and providing feedback to Team members.
- Analyzing Inventory Flow & Providing Targets for Team in Beginning of the Day with Available FTE.
- > Team Production Hours Analysis.
- Maintaining control activities for team.
- As a Live Wire conducting fun activities by weekly basis.

Achievements:

Got Best Performer award on Jan 2018.

Education Qualification:

- SSLC Year of Passed out 2011 with 63% in Vijayantha Hr. Sec. School.
- Higher Secondary Year of Passed out 2013 with 74% in in Vijayantha Hr. Sec. School.
- ❖ B.COM (General) Year Of Passed Out 2016 with FIRST CLASS in Nazareth College.
- ❖ MSW(HR) Year Of Passed Out 2018 with FIRST CLASS in Nazareth college.

Other Activities:

Sports: (Hockey State Player and Football Player)

Declaration

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

Place : Chennai

Date:

(RAHUL A)