



## LAKSHMI BHARGAVI CHILUKURI

### CAREER OBJECTIVE

Seeking a challenging environment that encourages continuous learning, creativity and provides an opportunity to demonstrate and develop my skills, to help the organization achieve its goals.

### CONTACT INFORMATION

#### PHONE:

7207788113

#### ADDRESS

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Gudivada Mandal,  
Krishna dist  
521325

#### EMAIL:

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### CO-CURRICULAR

**KL Femflare 2021:** Conducted KL Femflare event at inter college level and organized all the essential works needed.

Participated in Business architect and innovation.

### INTERESTS

Volunteering, Listening to music, Dancing, Gardening, Watching movies.

### EDUCATION

#### [KL Business School]

(2020 - 2022)

MBA: Finance and HR

#### [Krishna University]

(2013 - 2016)

B Com General

#### [Superwhizz CA Institute]

(2012 - 2013)

CPT (CA course)

#### [Board of Intermediate Education]

(2010 - 2012)

MPC

#### [Sahayamatha EM School]

(2009 - 2010)

SSC

### EDUCATIONAL ACHEIVEMENTS

- Certified as financial Risk analytics from Great learning.
- Achieved gold medal in B Com and was awarded the best student at Nalanda Degree College.

### SKILLS

- Proficiency in MS word and MS excel.
- Communication, Decision making and Leadership.
- Photo shop, Basic multimedia.

### LANGUAGES

English, Telugu and Hindi

## **JOB EXPERIENCE**

### **[HSBC] [Fraud Officer, JLFS]**

[15<sup>th</sup> April 2019] – [25<sup>th</sup> May 2021]

#### **Responsibilities:**

- Monitor real time queries and identify high risk transactions within the business portfolio.
- Observe Customer transactions to identify fraudulent activity such as account takeover, Simtakeover, theft and other risks.
- Identify fraudulent transactions and cancel them further processing. Resolve Customer issue within scope of existing service level Agreement. Continuously monitor the transactions to identify unauthorized transaction & fraudulent accounts.
- Ensure confidentiality of all information collected during investigation.
- Determine existing fraud trends by analyzing accounts and transactions patterns. Recommend anti-fraud processes for changing transactions patterns & trends.
- Generate suspicious activity reports and risk management reports for managers and for team.

#### **Achievements:**

- Received an award for maintaining quality and for good performance.
- Received an appreciation from the customer as her query was resolved in gentle and polite manner.
- Received appreciations from ATO team for spotting fraudsters over the calls.

### **[GENPACT] [Process Developer]**

[30/04/2016] - [01/11/2019]

#### **Responsibilities:**

- Ensure the qualitative and quantitative performance targets through excellent service delivery, maintaining quality on call and adhering to TAT.
- Prepare detailed reports on audit findings and make recommendations to reduce the charge back.
- Maintain the Audits due tracker and will ensure my team to process the reports without missing the TAT.
- Interface directly with the stores to provide assistance and resolve the problems on HIGH \$ charge back.
- Ensure compliance with the communication and escalation process as defined under the memorandum.
- Handling team and ensuring that they are trained from time to time to meet team targets.

#### **Achievements:**

- Recognized as top performer consistently achieving financial goals and was rated as

“EE” twice within a span of year.

- Constantly maintained Quality score of 100%.
- Received “Bravo Award” twice for meeting TAT and maintaining more than required production.
- Excellent Problem solver with strong audit analysis and reporting skills.
- Promoted as process developer within one and half year time span.