

sherlin.s , Process Associate

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Profile

Resume

Education

University of Madras

2015

Bachelor of Science (B.Sc)

Computers

Experience

Process Associate | Zvalues HR Solutions

Jun 2016 - Jun 2020

Process Advisor • Logging and acknowledging the Barclays customer's complaints within SLA. • Making Decision to the customers complaints and resolve them by adhering to the compliances. Roles and Responsibilities as a Process Advisor: • Investigating & making decisions towards the settlement and providing the correct resolution to customer complaints. • Handle Customer complaints efficiently & timely manner as per the FCA guidelines of the UK. • Handled all complaints of Retail products like Personal /Business Loans.. • Consistently maintained above 95% quality in handling the Complaints of different products as a Process advisor. • Giving the numerous supports to team to complete the complaint with in TAT.

Skills

Pivot Table , MS Word , MS Excel , ms powerpoint , trim