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## CAREER OBJECTIVE

Seeking an opportunity to be associated with an organization of repute in its field that provides an environment to excel and utilize my knowledge, skills and abilities for mutual growth.

### Work experience

HSBC Bank Ltd., from September 2016 to May 2019

Customer Service Executive (Payments Investigation) – August 2017 to May 2019

#### Job role

- To interact with domestic and international bank customers in order to confirm payment details via telephone, SWIFT, emails and letters.
- To handle various cases based on information provided by customers, banks and others institutions such as payment details, beneficiary claims non receipt of funds, return of funds, cancellation, amendments, back valuation etc.
- To verify the sanction reports with Anti-Money (AML) and Compliance Unit (OFAC) in order to follow the rules and regulations governing investigations.

Customer Service Executive (Know your customer) – September 2016 to July 2017

#### Job role

- To verify the various aspects of Client Identification Program (CIP).
- To review the account opening documents provided and check whether they are in accordance with know Your Customer (KYC), USA Patriot Act and Bank Secrecy Act (BSA) standards.
- To identify accurate risk rating for individual/non-individual accounts and to highlight high risk jurisdictions, cash intensive businesses, politically exposed persons (PEPs) or relatives or close Associates (RCAs).

Pinkerton corporate risk management, Inc. from October 2015 to September 2016

Management & Consulting and Employee Background Verification

#### Job role

- To gather feedback forms from the previous employer.
- Collecting ID proofs of the subject and making an exact report with correct and accurate details.
- Providing the exact report to the employer with help of the collected information and data.

HCL Global Systems, Inc. from December 2013 to June 2015

#### Resource coordinator

- Posting consultant resumes in job portals and updating it on regular basis.
- Experienced in marketing over a bench of 60 consultants.

- Sharing HOTLIST to groups and contacts in a database.

#### Computer Skill Set

- MS-Office package

#### Areas of Interest

- Customer Service
- Market Research

#### Achievements

- Received “HSBC Top performer of the Month” award in January 2018 for achieving best results within the team

### ACADEMIC QUALIFICATIONS

- B.tech in ELECTRICAL and ELECTRONICS ENGINEERING from NITS affiliated to JNTU with aggregate of 63.84%
- DIPLOMA in ELECTRICAL and ELECTRONICS ENGINEERING from BHASKARA POLYTECHNIC College affiliated to STATE BOARD OF TECHNICAL EDUCATION in Andhra Pradesh with Aggregate 74.11.
- DAV model school (CBSC) Kharagpur with Aggregate 78% from 2007 to 2008.

### PERSONAL PROFILE

- Father's Name : Lt. G.B.Prasad
- Date of Birth : 13th of May 1992
- Gender : Female
- Marital status : Married
- Strengths : Patience, Honesty, Adaptability to work in any Environment,
- Languages Known : Telugu, English and Hindi, Bengali

### DECLARATION

I consider myself familiar with every aspect. I am also confident of my ability to work in a team.

PLACE: HYDERABAD, Sign:

DATE:

(GOVINDA RAJU SRI VIDYA)