

# CHITRA SWAMI

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## Career Objectives

To secure a challenging position in a reputable organization to expand my learnings, knowledge, and skills. Secure a responsible career opportunity to fully utilize my training and skills, Intention is to have career which would utilize my potential where hard work and team work are rewarded to make me successful.

## Educational Qualification

| Year of Passing | Academic Year | Board             | Grade        |
|-----------------|---------------|-------------------|--------------|
| 2013            | B. Com.       | Mumbai University | Second Class |
| 2010            | H. S. C.      | Maharashtra Board | Second Class |
| 2008            | S. S. C.      | Maharashtra Board | Second Class |

## Computer Qualification

- ❖ Sound Knowledge of Computers.
- ❖ Well Versed with Ms -Word, Excel, PowerPoint and Internet
- ❖ MSCIT (Secured 85% in the year Jan 2011)
- ❖ Typing speed 30 WPM
- ❖ Interpersonal communication, Active listening,

## Professional Experience

### ❖ Capita India Pvt Ltd Vikhroli, Mumbai

**Role: Senior Executive O2 Credit Team (CS) 24/06/2019- 02/03/2023**

### Responsibilities:

- Was responsible for credit limit database, analyzed client information and make credit decision.
- To analyze client credit explanation and process credit as per customer requirement.
- To create credit note and credit invoices for client transactions.
- Co – ordinate with Enterprise and Partners teams on automation of ongoing credit support.
- Work collaboratively with onshore credit team in analyzing unauthorized transactions and generating credit invoices.
- Worked on CMP for credit validation and transactions.
- Worked on IBM ACS to collate purged data and to analyze unauthorized transactions.
- Perform extensive QC (Quality Check) and analysis in reviewing other team members work as well as render primary support and assistance in credit validation for complex cases.
- To prepare client credit report and update spreadsheet on regular basis.

## Certification

**Lean six Sigma Competency White Belt (Practitioner)**

❖ **C.A Firm Dattani & Co**

**Role: Executive Assistant:**

**Duration** 02/02/2015 -30/11/2018

**Responsibilities:**

- Following up for payments and petty cash.
- Handling calls of customer for various issues.
- Generating various documents and correspondence.
- Looking after appointments and meetings of clients.
- Handling bank related work

❖ **Om Computer Institute****Role:** Office Assistant

**Duration:** 01/02/2012-31/03/2014

❖ **Responsibilities:**

- Maintaining MIS reports.
- Maintaining information databases such as mailing lists, contact lists, and client information.
- Handling Admin work.

**Personal Information:**

**Date of Birth** : 20<sup>th</sup> March 1992  
**Gender** : Female  
**Nationality** : Indian  
**Marital Status** : Single  
**Languages known** : English, Hindi, Marathi, and Tamil  
**Hobbies** : Listening Music.

**Place: Mumbai**

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