

**BEULAH VICTOR**  
**Business Banking & Customer Service Expert**  
8106440881 | [victorbeulah@gmail.com](mailto:victorbeulah@gmail.com)

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**Business Banking & Customer Service Expert**  
**High-Growth Organizations | Banking Industries**

A highly experienced and reliable banking and customer service representative with remarkable experience in the financial service industry. Strong dedication to helping customers resolve their financial issues and cultivating a positive and solid image of the bank. Proven ability to solve problems quickly and efficiently while cultivating professional relationships. Consistent high performance in both team and individualistic roles.

**Signature Skills**

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**Team Player**  
**Detail Oriented**  
**Strong Communication Skills**

**Skilled in call-center Operations**  
**Strong Client Relations**  
**Customer Service Procedures**

**Change Management**  
**Adheres to Banking Procedures**  
**Focused**

**Disciplined and flexible problem-solving approach that balances business goals with customer needs.**

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**PROFESSIONAL EXPERIENCE**

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**Bank of America**  | Hyderabad, India

**Process Associate**

**2009 - 2011**

- Helped bank account holders resolve common issues related to debit cards, credit, loans and savings accounts.
- Frequently sold or responded to queries regarding financial products such as credit cards, savings accounts, retirement plans, insurance policies
- Responded to customer inquiry calls quickly assessing the customer needs and problems in order to deliver ideal solutions.
- Interviewing and processing consumer loan/credit line requests from customers, and obtaining referrals from other loan customers.
- Providing consumer loan solutions for customers from origination through closing.


**ADP- Payroll**  | Hyderabad, India |

**Sr. Process Associate**

**2014 - 2017**

- Audit post Payroll processing reports resulting in minimum employee payment errors.
- Distribute required payroll reports to finance team and other stakeholders required.
- Providing employee information when needed.

- ▢ Tracked and calculated employees sick time, vacation time and bereavement leave.
- ▢ Maintained payroll information by calculating, collecting and entering data.

**HSBC**  | Hyderabad, India |

**Sr. Process Associate**

**2017 - Present**

- ▢ Discussed and analyzed needs and requirements with customers for financial products and services.
- ▢ Provided financial personal financial counselling, assist with lending services, and build relationships with existing customers to sustain high satisfaction ratings and retention.
- ▢ Manage privileged customers portfolios, service relationships and cross-sells all products and services through customer profiling.
- ▢ Maintained up-to date knowledge about of bank policies regarding payments, account changes and upgrades.
- ▢ Adhered to regulatory, security and audit procedures.

**Harri Software Private Ltd** | Hyderabad, India |

**May- 2022 – Nov- 2022**

Discussed and analyzed needs and requirements with customers regarding their jobs & helping them how to navigate through their online applications on their Harri job portal and the Harri Software services

- ▢ Manage privileged customers portfolios, service relationships and cross-sells all products and services through customer profiling.
- ▢ Adhere regulatory, security and audit procedures.

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**EDUCATION & PROFESSIONAL CREDENTIALS**

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**Bachelor's in Physiotherapy** – Osmania University

**Certifications & Expertise**

Microsoft Office (Word, Excel, Visio, Power Point)

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Dear Hiring Manager,

As a highly skilled Human, I came across your posting for Customer Service Expert as it showed up as recommendation based on my skills and experience. As a people expert who diligent, optimistic, customer focused, I believe that I would be a valuable addition to your fast-growing organization.

With more than **five years of experience** in Customer Service along side saving our valuable customer's from Fraud happening to them & their accounts. I was able to adapt and manage the change that is high-needed in such situations as now. During my time, I experienced growth from where I was to where I am now.

Some of my accomplishments include:

- **Automation of the Job requisition process:** This reduced manual labor costs, documentation time, ease in saving cost & time for the company.
- **Verification of Customers:** Customers needed verification of their accounts in order to save them from fraudsters & apply for mortgages, or new requests and we had a high volume of calls on these. We were able to leverage this method in generating confirmation letters for promotions, internal transfers, status changes etc.

Along side my experience, I have a solid education in Physiotherapy, a bachelors, a diploma in the same field. I thrive in the companies because of the challenge, fast growth, the constant change and need for continuous improvement. I am extremely excited about this opportunity to contribute to the success and growth in Company if given an opportunity to contribute & serve.

Thank you taking the time to review my resume and cover letter. I look forward to hearing back from your team.

Thank you,

Beulah Prathima Victor