

# Cynthia Lanka

Hyderabad, Telangana  
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7780671288

## Personal Details

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**Date of Birth:** 1987-12-26  
**Eligible to work in:** India  
**Highest Career Level:** 5+ years experience  
**Industry:** Accounting, Banking & Finance  
**Total years of experience:** 6

## Work Experience

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### Senior Team Member

Bank of America - Hyderabad, Telangana  
December 2008 to May 2015

#### Research Analyst

As a part of Research and Adjustments Team, we handle return item cases for the checks which are returned due to various reasons such as Under encoded or Over encoded we research the Client's accounts and charge back the accurate account

Forwarding the cases to respective Automatic Clearing Houses in case of any return payments.

Addressing the Customer queries and resolving them within the time target

Processing Credit and Debit adjustments

Escalating if any complaints from Customers to various department to get them resolved in first interaction

Researching the Customer Accounts and replying them through the E-Mail's.

#### Quality Analyst

Training the new hires.

Assigning cases to the team.

Auditing the Cases completed by the team.

Providing feedback based on the audits to the associates.

Providing process updates to the team members and thus enhancing their process knowledge and helping in increasing the quality of the cases.

## Education

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### Bachelor's in Commerce, Mass communication

Osmania university - Hyderabad, Telangana  
December 2008 to May 2015