

sathisha c

Associate intent analyst



Email

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Mobile

9110858217



Total work experience

7 Years 0 Month



About me

I have done M.com, BBM & I have total 7.1 years of experience in international non voice retail banking process.



Core

Competencies

Chatbot

★★★★★

banking operations

★★★★★

international non voice process.

★★★★★

Retail Banking

★★★★★

Financial Services

★★★★★



Personal

Information

Date of Birth 29-April-1990

Address Thurunasi
VillageMasthi Post
Malur Taluk Kolar
District ??? 563139

City Bangalore/Bengalur



Profile Summary

I have completed M.com,BBM and currently working at Interface.ai, from Mar 02 to till date. My designation is Associate Intent Analyst and my job profile international non voice banking process. Domain is Retail banking, I'm looking for banking and financial services jobs.



Education

2013

M.Com

Bangalore University

68%

2011

B.B.A/ B.M.S

Bangalore University



Work Experience

2020

Present

Associate intent analyst

interface.ai

Retail banking international non voice process.

2016

2020

Senior Process Executive

Infosys BPM

I am working for retail banking, international non voice process. I'm in to the part of Loan servicing process. There are 10 sub- processes in loan servicing . We are providing services to the customers based on the customer requests. I am doing non core activities other than processs Pulling daily reports from RTS , CSSLS and assigning work. ??? Sending SOD (start of the day) Volume mail to onshore team. ??? Sending attendance tracker. ??? Sending Dashboard data. ???

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Country INDIA

Marital Status Married



Responding mails when it is required
??? Taking huddles for the team ???
Giving process trainings to the new
joiners ??? Sending EOD (End Of the
day volume). completed) mail to
onshore team



Courses & Certifications

- BCA basic computer applications
- Tally ERP.9