

# MANJU DEVI S

## Credit Bureau Analyst



### ABOUT

Tel: +91 9094643425  
Birthday: 07/01/1998  
Gender: Female  
Email: manjudevigood@gmail.com  
Address: Tambaram, Chennai  
LinkedIn: linkedin.com/in/manju-devi-170143171



### SKILLS

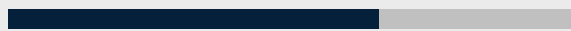
#### Client Management



#### Analysis



#### Leadership



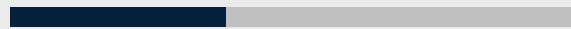
#### Interpersonal Communication



#### Presentation



#### Microsoft Office



### TOOLS KNOWLEDGE

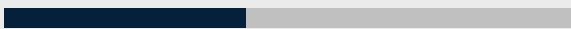
#### Orion



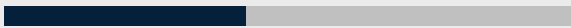
#### E-Oscar



#### Lexis Nexis



#### World Check



### PROFILE

To secure a challenging position that harness my skills and enables me to drive innovation, solve complex problems and make meaningful impact in the organization.



### EDUCATION

Bharath University	B.Sc (Maths)	77%	2015-2018
Christ King Girls School	HSC	74.3%	2014-2015
Christ King Girls School	SSLC	91.6%	2012-2013



### WORK EXPERIENCE

Senior  
process  
Associate —  
Aug 2019 to  
June 2022

#### Equiniti India private Limited

- Carried out a range of assigned complex clerical/Support duties ensuring prompt and accurate completion of all relevant account/ data administration requirements within agreed service levels.
- Responded to range of complex processing enquiries supporting the team leader and ensuring proper escalation to senior colleagues wherever appropriate. Contributed to the completion of team's workload on daily basis on a very effective manner.
- Experience in Banking Sector Customer Due Diligence (CDD) and new customer on boarding (NCOB) for new entity and individuals.
- Responsible for identifying the secretary, director, shareholders, and ultimate beneficial owners of the company from the trusted sources.
- Screening the Director and ultimate beneficial owners using LexisNexis tool and find the Politically Exposed Persons (PEPs), Sanctions and Adverse media in world compliance.
- End to End understanding of workflow and systems used such as KYCNET, LexisNexis and World Compliance



## LANGUAGE

TAMIL

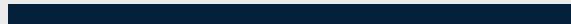


ENGLISH



## INTERESTS

COOKING



TRAVELLING



LISTENING MUSIC



## WORK EXPERIENCE

**Credit Bureau  
Disputes Analyst**

**October 22-**

**To Till Date**

**WIPRO Limited Chennai**

- Respond to consumer requests through written correspondence in accordance with Federal regulations related to the Fair Credit Reporting Act along with specific state requirements.
- Research customer credit bureau report disputes to ensure Wipro is reporting accurately and correct any reporting errors to ensure that regulations and requirements from both a federal and state level are applied.
- Where applicable, all risk events (incidents) or control failures to be escalated, investigated, reported and fixed at root cause to prevent reoccurrence
- Consistently meet performance standards set by the department
- Contribute ideas and recommendations for process improvements to the department or company
- Update and respond to Credit Reporting Agencies via eOSCAR timely and accurately
- Interpret and analyze consumer's written communications.
- Maintain the integrity of the database by ensuring data quality and accuracy.



## PROFESSIONAL MILESTONE

**Equiniti**—Recognized as Quick Learner and Efficient Performer and promoted as PR from Analyst

**WIPRO**—Awarded as Star Performer for the Quarter 2023 (Apr to June 2023)



## DECLARATION

I the undersigned certify that the above particulars furnished by me are true to the best of my knowledge and belief.

**Date** :

**Place** :

**MANJU DEVI S**