

Sudhika.T.K.

Client Data Associate

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Tunganagar, Bangalore-560091

Professional Summary

Trustworthy Client Data Associate with 12+ years of practical experience and dedicated work ethic. Self-motivated to consistently provide results in line with stringent targets and deadlines. Ability to handle multiple projects simultaneously with a high degree of accuracy.

Experience

J P Morgan Chase India Pvt Ltd

July 2015 – Mar 2022

Client Data Associate - Client Service

- Participated in continuous improvement by generating suggestions, engaging in problem-solving activities to support team work.
- Critical thinking to break down problems, evaluate solutions and make decisions.
- Coach and mentor the team on project management and client management.
- Quick learning ability to understand policies, procedures, systems, process and controls.
- Adhered to established security procedures and reported potential fraud or safety violations to management for immediate recourse.
- Proved successful working within tight deadlines and fast-paced atmosphere.
- Maintained confidentiality of bank records and client information to prevent mishandling of data and potential breaches.
- Created plans and communicated deadlines to complete projects on time.
- Analyzed and tracked data to prepare reports to the management using excel.

Fidelity National Financial Pvt Ltd

May 2013 to June 2015

Senior Tax Associate

- Experience in Knowledge Process Outsourcing – Sales and Use Tax
- Reviewed and analyzed client data and accurately prepared income tax returns and tax research.
- Identified impactful regulations and incorporated changes to comply with new requirements.
- Flexible on the work days when the return needs to be completed adhering to the internal/client/state deadlines
- Team player to extend oneself to team members if there is a conjunction of huge volume of work and close deadline.
- Generating quality reports and performing monthly audit report for the compliance.

Hewlett-Packard, Bangalore Pvt Ltd

Sept 2007 to Feb 2011

Senior Process Associate

- Processed reconciliation of Leased out assets.
- Preparing documentation and reports for higher management.
- Met month-end reporting objectives and deadlines.
- Supervised team of process associates to enhance accountability, develop professional skills and improve efficiency.
- Developed standard operating procedures and document workflows for current process steps.
- Generating invoice for pack and ship, missing/damages activity.
- Demonstrated expert knowledge and provided SME expertise to interact with customer in order to resolve issues.

Core Capabilities

- Team leadership
- Goal-oriented
- Excellent communication skills
- Relationship-building
- Issue resolution.
- Client Account Management
- MS office

Awards & Achievements

- Recognized by management and the Team for delivering outstanding performance.
- Performance Awards /Spot Awards/Best Team Awards for the outstanding deliverables and client satisfaction.
- Implemented Industrial Engineering tool (IE) for the entire HPFS CD team, a daily tracker to be updated by each team which is published on a daily basis.
- Transitioned reports from the Northeast team which is being sent to the end customer directly.
- UAT testing for the strategic tool.
- Implemented Uploading option in order to reduce the manual intervention.

Education

- **Graduate** - MES COLLEGE - Bachelor of Commerce-GPA 75%
- **Intermediate** - MALLESWARAM LADIES' ASSOCIATION - Pre-University Course- GPA 85.67%
- **SSLC** - NEW CARMEL ENGLISH HIGH SCHOOL- GPA 83.52%

Personal Details

- Date of Birth : 21st June
- Marital status : Married

Languages

- English, Hindi, Tamil, Kannada and Malayalam

Date:

Place:

(Sudhika T.K)