

Prema K

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Objective:

To obtain a challenging role in the organization wherein I can utilize my knowledge and skills to contribute towards the excellence and growth of the organization, which in turn would provide me to attain new heights in my career. Currently, designated as Process Management Coach cum Process Leader

Education:

- Master in Arts(Public Admin) - Anna Adarsh College , Chennai.

Workshop:

- Quality Management, KYC AML Insurance, Gold Loan, Banking Financial Sector

Certification

- Diploma in Computer Application
- Tally 9.0 Version
- Junior grade in typing(English)

Skills:

- Monitoring/Assessing performance of yourself, other individuals, or organizations to make improvements or take corrective action.
- Have sound knowledge in Developing organization
- Have experience in Website Maintenance
- Have fair knowledge in Search Engine Optimization (SEO)
- Have good written and oral English skill
- Have good interpersonal skills along with strong analytical and logical abilities

Software Skills:

OS : Windows 98, XP, 2010, NT/2000

Markup Languages : HTML

Packages: MS-OFFICE (Excel, Outlook, PowerPoint, Word and Visio)

Work History:

Period : (2022-Present)

Company : Tata Consultancy Services, Mumbai

Role : Senior Process Associate (**Insurance Endorsement**)

Team Size : 200

CLIENT : Liberty Mutual

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Responsibility:

- Processing Endorsement Policies by verifying the documents.
- Endorsement to existing Policies based on the Requirement
- The process based on commercial insurance and will work on Package
- Handling with insured personal information and updating their policy as per there agents change requested.
- Providing, managing and removing entitlements and provide access for the users of capital EMEA, LATAM, ASPAC & NA regions.
- Preparing MIS and all auditable documents like SOP etc
- Monitor all transactions and ensure compliance to quality regulations and maintain effective relationships with clients.
- Manage everyday work activities and informed supervisor appropriately.
- Documents all transactions on an everyday basis and collate metrics from various associates and prepare appropriate reports.
- Perform quality check assessment on all processes of various associates.
- Coordinate with team members and ensure achievement of all team objectives and goals.
- Analyze all issues of internal and external clients and provide effective resolutions for same.
- Responsible for inspecting existing processes to guide system upgrades, servicing production equipment, maintaining supplies and inventory, and adhering to safety and quality regulations for production processes and also write production process reports and help to troubleshoot issues pertinent to processes
- Direct and coordinate all manufacturing and production operations including planning, scheduling, human resources, purchasing, inventory control, quality management, and customer and vendor relations

Period : (2021-2022)

Company : HCL Technologies

Role : Quality Analyst – **KYC AML**

Team Size : 50

Client : Bank of Ireland (BOI), Northern Ireland and Other countries.

Responsibility:

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- Upload the client information and maintain the data in system properly.
- Interact with country RM/CCM for getting client information and process the same within the TAT.
- Plan/Prioritize and track CDD review workload to ensure timely delivery.
- Providing reports, detailing adverse, sanction, PEP and relevant information on the clients to country RM/CCM.
- By sourcing of underlying documents placed in CDD and maintained QA static data Analyzing of PEP, Adverse checks & Sanctions of the client by conducting searches via Lexis – Nexis, Google, world Check, Norkon etc., and updating the relevant information to the bank on day to day basis
- Responsible for client retention.
- Update the client information as per Country Addendum requirements.
- Maintaining static data report for each client and sending reports to the stakeholders.
- Ensuring all AMI documents and appropriate MLRO approvals placed in KYC performed follow – up investigation placed in KYC.
- Performed follow up investigation.
- Ensuring enhanced due diligence reviews on high - risk customers and clients was performed
- Timely reported and escalated significant issues to bank to take action, if any linkage found on adverse news, Sanction linkages on client.
- Involved in resolving issues of varying level of complexity.
- Implementation of the company policies and procedures.
- Updating MIS on daily basis.

Period : (2012-2015)

Company : Muthoot Finance Limited Mumbai

Role : Assistant Manager (**KYC, AML, GL**)

Team Size : 15

Technology : Forex ,Insurance, Money transfer, NCD

Responsibilities:

- Deals into gold and cash will manage my staff and as well as branch work preparing audit reports etc
- Allocating & Ascertaining Jobs to my Team members,

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- Tallying Cash Balance with day to day system closing cash
- Prepare and Maintain Ledger , Trail balance , Packet Movement Register etc
- Prepare and Maintain Manager Scroll and Cashier Scroll Reports
- Understanding the implications of new information for both current and future problem-solving and decision-making.
- Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times
- Motivating, developing, and directing people as they work, identifying the best people for the job.

Period : (2011-2012)

Company : HCL Technologies, Chennai

Role : Customer Support Executive – **KYC AML**

Team Size : 25

Responsibilities:

- Attracts potential customers by answering product and service questions; suggesting information about other products and services.
- Opens client accounts by recording account information.
- Maintains client records by updating account information.
- Resolves product or service problems by clarifying the customer's complaint; determining the cause of the problem; selecting and explaining the best solution to solve the problem; expediting correction or adjustment; following up to ensure resolution

Personal Details:

Date of Birth : November, 1988

Nationality : Indian

Marital Status : Married

Permanent Address : Bachraj Life Space C/1602 YK Nagar NX, Virar West 401303

Permanent Address : No 65 Appar Samy koil Street Thiruvottriyur Chennai 19