

# KEERTHIKA S

## CONTACT

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## OBJECTIVE

To obtain a management position, in which I am given the opportunity to play a direct role in the unlimited growth and success of solid organization.

## SKILLS

- Technical Skills

Kofax  
Agile  
AML (Anti- money laundering)  
Tally  
Ms Office(Word, Excel, PowerPoint)  
Internet Surfing

- Management Skills

Decision Making  
Time Management  
Communication  
Analytical Skill

## INTERESTS

- poetry
- Dancing

## PROFILE

I love to learn stuffs apart from my career path also.

I execute any duties to the best of my abilities.

Ensure organizational and personal growth to prove myself as a valuable asset to the company.

I would like to interact with team members regarding updates.

I always come up with new ideas when my team needs.

## EDUCATION

<b>University of Madras</b>	2020
M.B.A 6.9	
<b>Quaid-e-millath Government College for women</b>	2018
B. Com 78%	
<b>St.Anne's Girls Higher Secondary School</b>	2015
12th 96%	
<b>St. Anne's Girls Higher Secondary t</b>	2013
10th 93%	

## EXPERIENCE

<b>Tata Consultancy Services</b>	18/10/2018 - 31/03/2021
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Operational Specialist

### Account Maintenance (CITI Credit Card):-

Analysing customer queries on their credit cards Account through scanned copy image and resolve it. And having experience in email chat through online with the customers to resolve their issues with their accounts.

### AML :-

Having experience in Anti-money laundering for CITI back office. Return back the excess amount which is paid by the credit card user by using the AML applications after verifying certain documents.

### Specialist:-

Specialist in Credit Balance Refund.

Validate the amount which is available on the

customer's account and provide the services as per their request.

01/04/2021

## **Tata consultancy services**

Information Process Enabler

### **Raising disputes (CITI Mortgage):-**

Checking the Customers Credit card details to validate the amounts which they were used and raising disputes..

### **Quality Analyst :-**

Having experience in Quality Analyst for CITI Mortgage. Have to check the error on the volumes which was done by the associates and report it to my supervisors. And I have to supervise the team and make them collaborate with the team by conducting meeting on a daily basis and sent other reports and have to prepare MIS for the team and provide a performance data to the management and conducting clients call weekly once to report the performance of associate's to the US Clients

## **ACHIEVEMENTS & AWARDS**

✓ Got an award of 'Excellence and Outstanding Contribution' in Tata Consultancy Services.

Got a BPS Star Performer Award for both Quality and Production.

Did checker academic training and get certified.

First place in commerce and second highest total in H.S.C Examination in St. Anne's Girls Higher Secondary School.

Won 1st prize in Individual Kata and 2nd prize in Group Kata in Karate

## **CO- CURRICULUM ACTIVITIES**

- Completed Transcript course which covers MSOffice, SQL Server, Visual Basic, PageMaker, Corel Draw and Photoshop.
- Completed HDCA course which covers MS Office, Visual Basic, SQL Server,
- Completed ADDP course which covers Photoshop, PageMaker and Corel Draw

Signature: \_\_\_\_\_



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