

## Curriculum vitae

Nalini N

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### Career Objective

To get a challenging position in the industry where my skills and abilities will have a positive impact and will be influencing the quality of services where I can also develop myself with the latest trends in the field and do my best for the prosperity of the organization.

### Professional Experiences

Organization : Concentrix Daksh Pvt Ltd .

Designation. : Senior Banking Advisor

Experience : November 2013 to December 2020

#### Key Responsibilities

- Verifying the application forms and related documents
- Processing clients transactions based on the volumes received.
- Worked on faster payments like Standing Order, Direct Debit, Chaps and Foreign, Research Investigation.
- Handling high end transactions which require strong analytical skills to resolve.
- Investigation and observations are made on data collected.
- Based on the research draw a conclusion.
- Raise a query with onshore.
- Worked on UK Insurance (SWP).
- Verification of application and related documents.
- Adding new, amending or cancelling trustees as per the request.
- Following up with onshore for any information required.
- Been part of Process Improvement by streamlining the process.
- Problem solving capability peered with strong communication skills.
- Providing quality customer service.
- Floor support for the team.
- Training and Mentoring the new hire.
- Offering the products and services according to their needs and requirement.

### Awards & Achieve Produgements

- Received STAR award for being efficient.
- Awarded with GEM award for best performance.
- WARRIOR award for high productivity.
- Received ON THE SPOT awards for the high productivity on high volume days.
- Received Appreciation Mail from the Clients.

## Technical skills

- Tools: Microsoft office
- Operating System: Windows 7,8,10, XP.

## Personal Details

- Date of Birth : 23/04/1991
- Marital Status : Married
- Languages Known : Kannada, English, Telugu and Hindi.
- Present Address : #428, Manupriya building, Gavipuram extension, Bhavani nagar, Bangalore 560019

## Academic Background

B.com in BMS college for women, Bangalore with 67.46%

PUC in BMS college for Women, Bangalore with 74.16%

Schooling in Mitralaya Girls high school, Bangalore with 59.68%

## DECLARATION

I hereby declare that all the above Information enclosed Is True and Correct to the best of my Knowledge & Belief.

Place: Bangalore

Date: (Nalini N)

