

# GAYATHRI.V

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## Personal Info

### Location

Coimbatore

### Email

gayathri2204@gmail.com

## Skills


- Data Analysis
- Team Player
- Effective Communication Skills
- Problem Solving
- Multi Tasking
- Quality Assurance

## Software

- Tally ERP.9
- MS Office

## Language

Tamil 

English 

Hindi 

## Co- Curricular Activities

- Undergone Internship at Fortune Commodities to understand Share Market for 30 days.
- Pursued a Job Oriented Course in Human Resource Management.

## Accomplishment

- Received **Asia Pacific Award** for consistently maintaining productivity with quality and provided training to other Team Members.
- Received **Functional Excellence Award (Thrice)** for Highest productivity with quality and support rendered to other process.
- Received **Spot Recognition Award** for Excellently presenting the process in a simple manner on 90th day presentation.

I am an energetic, ambitious person who has developed a mature and responsible approach to any task that I undertake, or situation that I am presented with. I am excellent in working with others to achieve a certain objective on time with excellence and sincere.

## Education

- 2013 SSLC with 84% at Sree Baldevdas Kikani Vidhyamandir Higher Secondary School.
- 2015 Higher Secondary with 90% at Sree Baldevdas Kikani Vidhyamandir Matriculation Higher Secondary School.
- 2015 - 2018 B.Com CA (Computer Application) with 75% at PSGR Krishnammal College or Women.
- 2022 - 2023 Pursuing MBA (Human Resource Management) at Bharathiar University School of Distance Education.

## Experience

- 2019 - Present Working as Credit Dispute Analyst in Ford Credit Global Business Center.

## Operation Skills

- Monitoring daily operations, capacity planning for forecast workload, identifies process improvements, define targets and resolve issues on time.
- Monitoring and Training New Joiner for updating their skill set in the process.
- Collaborate with Procedure Analyst to develop & write process flows; propose to publish procedures/ Job aid & related announcements.

## Current Responsibilities

ACDV - Automated Consumer Dispute Verification  
AUD - Automated Universal Data

- Deals with ACDV and AUD deliverables for Credit Bureaus like Transunion, Equifax, Experian and Innovis as per FCRA in Metro 2 standards via E-Oscar.
- The Credit Dispute Analyst is responsible for Processing, Resolving and Responding to Consumer disputes.
- Information about the Consumer & related details must be accurately reported to Credit Bureaus.
- Analysts play a Major role and must be highly detail - oriented.
- **Canada Credit Bureau Functions** includes Credit Bureau Pull, Credit Bureau Update and Credit Bureau Investigations.
- Knowledge in Manual updates on Customer Credit Bureau websites like Transunion and Equifax.