



**U.KARTHIGA**  
Client Account Manager

## PROFILE

Self motivate and fast learner with ability to quickly the new responsibility in diverse environment.

An effective communicate of with demonstrate organizational abilities diagnosing and resolving complex issues.

## CONTACT

PHONE:  
9875400233

## EMAIL:

kaviyamithun11@gmail.com

## HOBBIES

Listening Music

## LANGUAGES:

Tamil  
English  
Hindi

## PROJECTS:

Department of post

Tata motors

## EDUCATION

### University of Madras:

### Sri Kanyaka Parameshwari Arts and science college for women

From 2008 – Till 2011

BBA [Bachelor of Business Administration]

FIRST CLASS

### Muruga Dhanush Kodi girls Hr. Sec.School:

From 2001 -Till 2008

SSLC (68%)

HSE (62%)

## WORK EXPERIENCE

### Verifacts Services Pvt limited [ Client Account Manager]

Feb2023–To Jun 2023

- Complete knowledge about the Background verification process
- Co-coordinating with the clients building and maintaining client relationship and providing efficient and quality service delivery
- Pre-screening the background verification forms to ensure complete details and supporting docs are provided by the employees and to co-ordinate with the client SPOC regards to insufficient details.
- Scrutinize the docs and details provided by the employee for fake companies, fake universities, forged or fake docs and immediately intimate the client if found any.
- Processing the background verification forms as per the client's requirement for different checks like address, education, prior employments, reference, criminal record, India and global data base check.
- Escalating issues & suggesting improvements to the Branch Manager
- Work with the cliental protocol and help the client to close case.
- Co-ordination with the agencies / branches for the set standard checks Employment, Education, Reference, Address, Criminal check and online checks.
- Excellent interpersonal and communication skills along with client relations management.
- Ability to communicate diplomatically and acquire required information.
- Meeting/exceeding client service level to ensure quality and standards for the branch.
- Handle inter-branch and client escalations and ensure the reduction of escalations.
- Responsible for raising invoices for the delivered reports/project wise on monthly basis for collection of payment with the proposed timeframe.
- Quality audit the checks conducted by the analysts and finalize the reports complied.
- MIS reporting to the clients and the Management on regular basis

aiding decision making and handling escalations calls.

## **Mihup Communication Pvt Ltd [Data Analyst]**

**Apr -2021–Feb 2023**

- I have experience in Translating, Trans creating,
- Transliterating text from English to Tamil and vice versa. transliteration, preparing ML data, working on
- Natural Language Processing, Natural Language
- Tagging, Natural Language Understanding, Natural Language Generation, disambiguating words and sentences, and doing R&D in Tamil Phonology, morphology and syntax and semantics.
- Performed Functional Testing, System Testing, System Integration Smoke Testing, Regression Testing.
- Identify test data requirements and generate required data to support testing.
- Writing Test Cases by Using Test Case Design Technique.
- Experience in QA Processes, Software Lifecycle, Testing Methodology, Defect Tracking. Work Experience
- Good knowledge of Mobile Testing, Prepared Mapping Sheet of SRS& Test Case.
- Knowledge of Defect Management Tool i.e., Mantis BT, JIRA.
- Experience with OS such as Windows, Linux- Ubuntu etc.
- Excellent Knowledge in MS-Office (Word, Excel, PowerPoint).

## **Minosha india pvt ltd [Help Desk Executive]**

**Aug 2020–April 2021**

- We need to raise the tickets and to meet SLA's, mailing, preparing the various types of reports, working with portals
- Interacting with the Customer and acting as troubleshooter to resolve Customer queries to their satisfaction.
- Raising & Uploading Service tickets in the portal.
- Co-ordination within Internal department within the limited TAT and follow up done for the proper closure of the issues within the time frame.
- Preparing Status Reports daily.
- Preparing various reports using V-lookup, H-lookup, X-lookup, pivot table, concatenate, Trim, round, MoD etc.

## **Globiva Services Pvt Ltd [Associate]**

**September 2019 to August 2020**

- A professional approach in answering calls and provide information about products and services, taking input of issues and then redresses thereof and auditing the documents

## **SKILLS**

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Communication

Teamwork

Time Management

Leadership

Problem solving  
Data Analysis

