|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Banking professional with **14 years** of expertise, targeting a challenging Team Leader role in the Banking or Operations sector. Specializing in retail banking, commercial cards, and customer-facing roles, and targeting opportunities in Chennai, Hyderabad, Bangalore, and Gurgaon to contribute to organizational success.  **CONTACT**   |  |  | | --- | --- | |  | Jeevithat368@gmail.com | |  | +91-9025357368 |     **EDUCATION**   |  |  | | --- | --- | |  | PGDBM Diploma in CRM from Symbiosis University (Distance Education) (2012) | |  | B.Com. from University of Madras, Queen Mary’s College Covenant (2007) |   **CORE COMPETENCIES**   |  |  | | --- | --- | |  | Commercial & Banking Procedures | |  | Escalation Management | |  | Data Analysis & Reporting | |  | MIS Reporting | |  | Team Performance Monitoring | |  | Training & Development | |  | Bank Transaction Processing | |  | Routing & Relationship Management | |  | Accounting Knowledge | |  | Compliance & Regulatory Knowledge |   **SOFT SKILLS**   |  |  | | --- | --- | |  | Communication & Interpersonal Skills | |  | Attention to Detail | |  | Problem Solving & Analytical Skills | |  | Adaptability & Resilience |   **ACHIEVEMENTS**   * Recognized with Star Performer of the Month Award within first 3 months at Hexaware * Team Awarded best Performance for the month (Pilot project from Hexaware) * Successfully met deadlines during Covid period   **PERSONAL DETAILS**  **Date of Birth**: 16th Mar' 1985  **Languages Known**: English Tamil & Telugu  **Address**: 1035 GJR House, Varathapuriamman Koil Street, Keelakottayur, Mambakkam, Chennai -600127 | **JEEVITHA**  **Team Lead**  **PROFILE SUMMARY**   * Possess a strong track record of success in various organizations * Presently leading a team at Hexaware Technologies Ltd., showcasing exceptional knowledge of commercial and private banking procedures, and driving client satisfaction * Proficient in managing escalations, preparing and sharing MIS data, monitoring team performance, conducting trainings, and allocating manpower, ensuring smooth operations and client satisfaction * Recognized for exceptional leadership skills, motivating and managing others to achieve their full potential and contribute to the organization's success * Facilitated continuous improvement & standardization of processes and elimination of manual processes * Leveraged significant contributions in the areas of Process Migration, Transformation; skilled in identifying and implementing improvement areas and creating, maintaining SOPs & other process documents   **WORK EXPERIENCE**  **Team Leader, Hexaware Technologies Ltd. (Jun’19 – Jun’21)**  **Responsibilities:**   * Ensuring adherence to industry standards and best practices * Resolving escalations and reporting them to clients and implementing corrective actions to prevent future occurrences * Developed and implemented recruitment strategies to on-board high quality candidates * Preparing and sharing comprehensive MIS data with clients, enabling informed decision-making and fostering strong client relationships * Monitoring team performance, providing feedback and coaching to drive continuous improvement and achieve organizational goals * Conducting regular huddles and trainings on process-related items, ensuring team members were well-equipped to handle their responsibilities * Preparing and presenting detailed process-related decks to clients and management, showcasing the team's capabilities and achievements * Implemented an efficient escalation management process, resulting in a significant reduction in client complaints and improved client satisfaction * Streamlined the MIS reporting system, enhancing accuracy and timeliness, leading to better decision-making and client relations   **Business Process Lead, Tata Consultancy Services (Jun’10 – Jun’19)**  **Responsibilities:**   * Collaborated with various banking clients, including Citi Bank Commercial Cards, Future Mortgages, Citi-Financial, and Citi Bank (retail banking) services, ensuring seamless service delivery and client satisfaction * Compiled and analyzed banking data, providing insightful reports to support data-driven decision-making and process improvements * Enforced corporate procedures and policies, maintaining compliance and mitigating potential risks * Created new customer accounts and verified contract documents, ensuring accuracy and adherence to regulatory requirements * Managed a wide range of queries related to application processing, card decline, fee structure, payment due dates, hierarchy, card/pin delivery, and MCC, providing timely and accurate responses * Addressed and resolved queries on title deeds, refunds, direct debits, personal loans, and secured loans, ensuring client satisfaction and maintaining strong relationships   **Officer, Royal Bank of Scotland (RBS) (Dec’07 – Mar’10)**  **Responsibilities:**   * Processed bank transactions for National Australian Bank customers, ensuring accuracy and timeliness in all financial activities * Administered debit and credit accounts accurately, maintaining strong financial controls and minimizing errors * Routed transactions to appropriate banks, ensuring seamless interbank communication and transaction processing * Managed accounting relationships (Nostro, Vostro), maintaining accurate records and facilitating smooth financial operations * Shared timely reports with upper management, providing insights into financial activities and trends * Maintained reports and updated the internal team accordingly, fostering strong communication and collaboration   **Accounts Receivable Executive, Perot System (May’07 – Dec’07)**  **Responsibilities:**   * Conducted business-to-business calling for collections and follow-ups with insurance companies on pending claims, ensuring timely resolution and payment * Prepared detailed reports and documented calls, maintaining accurate records and supporting effective communication with clients |