CURRICULUM VITAE

G.DIvya Jyothi

Address:

H.No.6-7-214/a 41/b

Bansilalpet, near bible house,

Secunderabad, Hyderabad-Pin-500003.

Contact No.9948117771

E-mail: [divya.jyothi0311@gmail.com](mailto:divya.jyothi0311@gmail.com)

# Objective

To secure a challenging position, where I can effectively contribute my knowledge and communication skills for the success and growth of the organization and enrich my personal experience.

**PROFESSIONAL EXPERIENCE**

**Synchrony Financial (erstwhile known as GE Captial)**, **Hyderabad, India (03 October 2011-8 August 2017)**

**JOB DESCRIPTION**

* **Process Developer from October 2011.**
* Initially got hired as a Process Developer, answered inbound calls, and worked assisting and resolving customers with their Private label retail credit cards offered by GE Capital Bank.
* Arranged for services requested by customers.
* Made a follow-up on customer issues.

**Sr.Surveillance Specialist-June 2014-August 2017.**

* Through an internal job promotion was moved to Billing Surveillance Group as a Sr.Billing surveillance specialist.
* Reviewed the billing statements of credit card holders against critical compliance parameters. Reported to the team manager when any issues were observed or questions that might arise during the course of the review. And further escalated the issues to the client for resolution.
* Ensured that every aspect of the statement is not error-prone by following several regulations which administer by the credit card industry in the United States.
* Adherence to quality and compliance parameters. Be compliant with business policies, processes, and procedures.

**Achievements:**

* Maintained consistency in performance on individual productive goals as set by the business. Ability to self-direct and work on a new project.
* Received appreciation from the client for good observations and received good catches while reviewing bills.
* Mentoring new hires, allocation of work within the team, and Responsibility management.

**SITEL INDIA PVT. LTD, HYDERABAD, INDIA**

**Sr. Customer service Professional from 17 July 2006 to 5 September 2011**

**JOB DESCRIPTION**

* Worked for T-Mobile UK, a mobile network provider in the U.K., and Canadian process, Bell Canada, as a Sr.Customer service representative.
* Answered inbound calls and Emails of the customers. Assisted and resolved product and service-related issues in regard to the T-Mobile UK network.
* Answered inbound calls of customers for Bell Canada process(ISP), by troubleshooting and diagnosing technical issues and resolved Internet connectivity issues.
* Installing and configuring software and hardware.
* Following up with the client to resolve issues.
* **Achievements**:
* Maintained consistency in performance on individual productive goals as set by the business.
* Received best overall performer award for 2 consecutive years

# Qualification

**PROFESSIONAL & EDUCATIONAL QUALIFICATION**

* Pursued Post graduation (MBA) from Hasvita PG college Affiliated with OU in the year 2015 with an aggregate of 61%
* Pursued graduation(BSc) from St.Francis degree college in the year an aggregate of 61 %
* Pursued Intermediate (B.P.C) from St.Francis Jr.college in the year 2003 with an aggregate of 69%
* Done with schooling from St.Philomena Girls High school in the year 2001with an aggregate of 71 %

**TECHNICAL SKILLS**

* BASIC COMPUTER KNOWLEDGE
* MS.OFFICE, EXCEL, WORD, AND POWERPOINT

**PERSONAL SKILLS**

* Collaborative nature.
* Loyal & Trustworthy.
* Adaptable.

**PERSONAL PROFILE**

NAME IN FULL : G.DIVYA

FATHER’S NAME : Late. G.S.SAMPATH KUMAR

DATE OF BIRTH : 3-11-1985

MARITAL STATUS : SINGLE

LANGUAGES KNOWN : ENGLISH, HINDI, TELUGU

NATIONALITY :INDIAN

HOBBIES :PAINTING & COOKING

**DECLARATION**

I hereby declare that all the information furnished above is true to the best of my knowledge.

PLACE: Secunderabad

**Signature**

DATE

**(G.DIVYA)**