**CURRICULAM VITAE**

**M.NANDHINIDEVI**

No 36, F1 SRM KAILASH FLAT, 4TH CROSS STREET, ALAGAPPA NAGAR, THORAIPAKKAM CHENNAI, TAMILNADU.

Mobile No: 9566090914

E-mail ID: nandhinynegwal@gmail.com

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**Career Objective:**

Look forward to associate myself with an organization which utilizes my skills and abilities in the field of Finance & Accounts and offers professional growth while being resourceful, innovative and flexible.

**Work Experience:**

* Worked as Senior Officer in WIPRO Ltd from March 2013 to April 2019.

Process: BEST BUY (Financial & Accounting Operations - Chargeback).

**Job Description:**

* Proficient at handling the chargeback process for Bank of America.
* Analyze the dispute transaction and provide supporting documents at the first and second level to avoid loss to our client.
* Generate all the major reports in the process such as BAMS outstanding report, BAMS Reversal denial report, BAMS Image failure report and 60 days aging report from ReconNET.
* Generating weekly MIS report.
* Analyzing and Reconciling all the incoming debits and credits.
* Handling devaluation and freezing of Gift cards.
* Analyzing all the reason codes in the chargeback process and deriving the best results.
* Take part in creating Bank rebuttal for supporting the Disputes.
* Creating SOP’s for the different reason codes in chargeback process.
* Strives to meet new standards and process improvements.
* Always comply with the client’s Service Level Agreement (SLA) and Turnaround Time (TAT) with high performance level.
* Motivating the team to achieve high standards and KPI targets.
* Training new resources end-to-end on the Sales Audit chargeback process.
* Extensively involved in processing the set targets of quality, productivity and timeliness.
* Daily internal Audit of work completed by all team members and providing appropriate feedback.
* Deals with all major cards Master, Visa, Amex, Discover and HSBC.

**Achievements:**

* Filed pragati’s for process improvement and it is successfully implemented.
* Rewarded for Certification of Appreciation in recognition of the valuable contribution towards Sales Audit Chargeback Process.
* Received many accolades from on-shore and off shore clients for handling the process with utmost care.

**Educational Qualification:**

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| **COURSE** | **DISCIPLINE/ SPECIALIZATION** | **SCHOOL/COLLEGE** | **BOARD/**  **UNIVERSITY** | **YEAR OF PASSING** | **%**  **Of Marks** |
| B.COM[CS] | Corporate secretaryship | Justice Basher Ahmed Sayeed College for Women | Autonomous | 2012 | 70% |
| Intermediate | Commerce+ computer science | Govt girls hr. sec school | State board | 2009 | 75% |
| S.S.L.C | S.S.L.C | Govt girls hr. sec school | State board | 2007 | 72% |

**Field of Interest:**

* Administration
* Finance
* Accounting

**Personal Profile:**

Name : M. Nandhinidevi

Father Name : R. Manoharan

Date of birth : 23.03.1992

Gender : Female

Marital Status : Married

Nationality : Indian

Languages Known : Tamil & English

Hobbies : Reading Books, Listening Music.

**Declaration:**

I hereby declare that the above-mentioned information is correct up to my knowledge and I bear the responsibility for the correctness of above mentioned.

Date: 18/03/2021

Place: Chennai **M.NANDHINIDEVI.**