**CURRICULUM VITAE**

**MAMATHA CH**

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**CAREER OBJECTIVE:**

Seeking a position in an organization that utilizes my skills for the growth of organization and provide a platform for individual growth.

**WORK EXPERIENCE:**

* Working as a German Language Trainer (KENDRIYA VIDYALA NO :1 GOLCONDA) Hyderabad from Oct 2019 to till the date
* Worked as a HR ( The IT Mind Services) Hyderabad from March 2019 to Oct 2019
* Worked as an Analyst (German Language) at Deutsche bank (DBOI Global Services Pvt. Ltd) Bangalore from Feb 2013 to Mar 2014
* Worked as an Analyst (German Language) at Deutsche bank, Bangalore on the payroll of Magna InfoTech, Bangalore from Oct 2012 to Feb 2013

**EDUCATION QUALIFICATION:**

* M.A (English literature) from University Campus Arts College, Kakatiya University, Warangal.
* B.A(History, Economics and Politics) from Women’s Degree College, Karimnagar , Kakatiya University .

**LINGUISTIC PROFILE:**

* Doing German Language (B2.2) from Goethe Institute (Max Mueller Bhavan), Hyderabad.
* Completed German Language (A1, A2 and B1, B2.1 levels) from Goethe Institute (Max Mueller Bhavan), Hyderabad.

**PROFESSIONAL EXPERIENCE**

Deutsche bank (DBOI Global services Pvt. Ltd)

Designation: **Analyst (German language)**

**Responsibilities:**

Balance Confirmation:

* Resolving Customer and Branch Queries related to fund transfer through calls and emails.
* Making calls to branch offices in Germany to solve any complex queries.
* To investigate the payment and correspond with various departments/Parties involved.
* To develop solutions to problems and identify process and service improvements to enhance customer.
* To deliver high quality customer driven service and meet customer expectation in terms of terms of accuracy, timeliness and professionalism of response.
* To resolve queries of the customers through E-mail in German.
* Handle and respond to customer requests via E-mail to ensure prompt resolutions of the queries resulting in complete satisfaction & acceptance.
* Contacting the internal team (in Germany) through telephone for more information.
* To reduce customer efforts and ensure customers are satisfied with services offered.

**Derivative corporate settlements:**

* Managing value dates and making sure that the payments are done on time to save interest.
* Pre confirming the cash flow starting from 5days prior to the value date through mails and calls (V-5 Basis).
* Handling products like CDS and IRS.
* Group mail box activity that included answering that queries and settling discrepancies with sensitive clients.
* Preparing various reports and taking necessary actions on pending cash flow from the payment system.
* Attending conference calls with Middle office and External clients to resolve the issues and discrepancies on the trade.
* Netting and releasing Brokerage payments as for the value date.
* Making manual payments as and when necessary (Payment Types MT202, MT292, MT299, MT103, MT199).
* Matching nostros breaks after settling the cash flows.
* Preparing the pay advises for the swap products to explain the client on interest calculation and about trade economies.
* Have worked with audit confirmation to provide the audit reports regarding their trades and transactions to all Deutsche Bank clients for yearend auditing.

**HR IT Recruiter:**

* Sourcing and screening CVs' from job portals and social networking sites for the open requirements.
* Role Involves Speaking to candidates over phone and explaining the job opening
* Scheduling and coordinating interviews
* Managing End to End recruitment
* Taking care of the on-boarding activities
* Should be well versed with job Portals like Naukri and Linked in etc.

**German Language Trainer:**

* Preparing lesson plans and teaching methods for each class.
* Improving students' listening, speaking, writing, and reading skills through role-playing activities.
* Providing one-on-one tutoring to students who need extra help.
* Assessing students’ progress to determine if they are meeting their academic goals.
* Observing students to assess their learning styles, strengths and weaknesses, and making recommendations for improvement.
* Maintaining a safe and orderly classroom environment where students feel comfortable learning

**TECHNICAL SKILS:**

* Good at MS office (Word, Excel and Power point)

**PERSONALTRAITS:**

* Good communication skills in German and English
* Dedicated towards duty and authority
* Ability to cope even under difficult circumstances

**HOBBIES:**

* Listening to classical music
* Cooking