**RESUME**

**SARAH P C**      

[**sarah90123@gmail.com**](mailto:sarah90123@gmail.com)

**Mobile:** **8978940760**

**Career Objective:**

To work innovatively in the organization towards the fulfilment of company objectives. Seeking a position in your reputed organization where extensive experience will be further can be developed and utilized for fulfilling organization goals.

**Academic Qualifications:**

|  |  |  |
| --- | --- | --- |
| **Qualification** | **Institution/ University** | **Year** |
| **MBA (Finance)** | **St. Augustin Degree & P.G. College affiliated to Osmania University** | **2013-2015** |
| **B. Com (Computers)** | **Megha Women’s Degree College Affiliated to Osmania University** | **2008-2011** |

**Technical Skills:**

* MS-Office (MS-Excel, MS-Word)
* Type speed: 50Wpm
* Trained in Power Bi

**Job** **profile:**

|  |  |
| --- | --- |
| **Company** | **Bank of America** |
| **Duration** | **May 2014 – January 2020** |
| **Department** | **Claims Process (Debit Fraud Recovery), Lockbox** |
| **Designation** | **Senior Team Member** |

1. **Debit Fraud Recovery Process:**

Acknowledging customers debit card frauds claims, issuing temporary credit to the customer’s account, investigating the fraud claim, analysing merchant response to the fraud

**Role & Responsibilities:**

* Ensuring Turn Around Time Volume Completion
* Applying temporary block on lost cards.
* Issuing temporary credit to customers
* Decisioning customer claims
* Adjusting customer accounts
* Sending Correspondence to customers
* Initiating Chargeback process in cases of merchant liability to recover transaction amounts

1. **Lockbox Process:**

Process transactions from various Clients sent to us as a scanned document, adhering to the client instructions and Standard Operating Procedures.

**Role & Responsibilities:**

* Remote keying for multiple sites and meeting the set Productivity
* Ensuring Turn Around Time Volume Completion
* Keying with 100% accuracy and following Customer instructions
* Worked as a Mentor for new joiners
* Achieving the daily targets as per the projection done by the Team Leads

**Achievements:**

* Received Gold award for consistency in performance and for without errors
* Received Bronze awards for exceeding the targets and maintaining the consistency
* Received High five awards for high performance in the respective months

**Strengths:**

* Ability to learn new strategies quickly.
* Positive attitude and Self-confidence**.**
* Dedicated to work.
* Flexible to work in any shift.

**Personal Profile:**

Name  **:** P.C. Sarah

Father’s Name **:** P.C. Samuel

Date of Birth **:** 12-03-1990

Marital Status **:** Married

Languages Known **:** Telugu, English and Hindi

Address **:** FNO 5C The Moksha Apt

Registration Colony Yapral

Hyderabad 500087

**Declaration:**

  I hereby declare that the above written particulars are true to the best of my knowledge and belief.

**Date:**

**Place: Hyderabad.                                                (P. C. SARAH)**