

# M.J. Swapna

Secunderabad, Andhra Pradesh  
sapnapillai92@gmail.com - +918686051547

A high tendency and capability to suit to the high paced and largely pressurizing work environment at development organization

Through knowledge of traditional as well as modern operating systems and great hand at their troubleshooting  
Great fluency in spoken and written English

## WORK EXPERIENCE

### **Customer Care Executive**

ICICI Bank Ltd - Hyderabad, Andhra Pradesh - April 2015 to Present

Updating KYC Document of the Customer.

Monitoring Transactions of the Customer

Authorizing the Transaction

Risk Management & Fraud investigation

## EDUCATION

### **B.Com**

DBPM Degree college - Secunderabad, Andhra Pradesh

2010 to 2013

## SKILLS

hardworking ,solving problems good communication skill

## ADDITIONAL INFORMATION

Technical Skills

- Good Knowledge in MS Office.
- Operating systems Windows XP, Windows 7 and Windows 8.
- ERP9 Tally

## PROFESSIONAL SKILLS

- Possesses basic time management skills
- Ability to understand and comply the quality requirements
- Good Communication skills and Public speaking