# Manjith S Madhav

Sarasa Nivas, Perukavu Po Trivandrum, Kerala-695573 Phone: +91 8137097482

[Mail:smmanjith5@gmail.com](mailto:smmanjith5@gmail.com)

# CAREER OBJECTIVE

To work in a firm with a professional work driven environment, where I can apply my knowledge and skills which would enable me to grow and, in the process, fulfill my career goals as well as organizational goals.

# SKILL SUMMARY

* Ability to collaborate with various teams and quickly resolve queries.
* Written and verbal communication skills.
* Ability to solve complex problems and brainstorm ideas.
* Ability to maintain effective working relationships with Team Members.
* Ability to work autonomously as a team member and also individually in a high pressure demanding environment.

# EDUCATIONAL QUALIFICATION

* **COLLEGE**

**MASTERS IN BUSINESS ADMINISTRATION (2015-2017)**

SRM University, Kattankulathur, kancheepuram Dt.TN Specialization : Finance and Marketing

CGPA : 6.57/10

# BACHELOR IN COMMERCE (2011-2014)

National College of Arts and Science Specialization : Computer Application CGPA : 2.72/4

# SCHOOLING-Kendriya Vidyalaya Pangode

CBSE 12th percentage : 72% (2011)

CBSE 10th percentage : 70% (2009)

# PROJECT

* **Final year project**
  + A STUDY ON PASSENGER SATISFACTION TOWARDS RAILWAY E-TICKETING SYSTEM IN TRIVANDRUM CENTRAL (B.COM)
  + SERVICE QUALITY AND FACILITIZATION OF SME CUSTOMERS IN ICICI BANK (MBA)

# Mini project

* + STUDY ON CUSTOMER SATISFACTION TOWARDS ROYAL ENFIELD

# COMPUTER SKILLS

* Diploma in computerised financial management (DCFM)
* MS OFFICE
* Tally

# WORK EXPERIENCE

**Company :** HDB Financial Services 01 June 2017 – 05 Feb 2019

**Designation :** Quality Control (Team member)

# Roles and Responsibilities:

* Publishing of MIS reports on weekly basis to identify and facilitate file tracking for central operations (Cops) team.
* Perform monthly quality checks on customer support, collateral boarding, Part payment, Closure data analysis, IBT analysis for PAN India
* Identify the type of request the customer raise and check whether the query is resolved within TAT period.
* Identify if the customer query is regarding payment then need to check the approval mail and check whether the refund for the same is done.
* Identify whether customer query and complaint have been tagged correctly and resolve the same
* Responsible for updating customer information on reject cases from CIBIL and providing the same to our IT team for updating
* Perform monthly audits on document maintenance of link loans and rectify the errors
* Identify and initiate the process for refund cases with fund differences
* Analysis of lodgement rejection and provide the reports for respective departments
* Analysis and interpretation of file tracking MIS for the entire south region

# ACHEIVEMENTS

* Participated in inter school science quiz – “AQUA REGIA”
* Participated in K.V.S Chennai regional sports meet
* Organised 75th annual convention of MMA (madras management association)

# SKILLS & HOBBIES

**Language**

* English
* Hindi
* Malayalam
* Tamil

# Hobbies

* Painting murals
* Pencil drawing
* Travelling

# DECLARATION

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

Your Sincerely Manjith S Madhav