

CURRICULUM VITAE

ANITHA LAKSHMI A N

No.69, K.No-68/1,,

Sriramanagar,

Hongasandar, GP Palya,

Bangalore- 560 068.

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OBJECTIVE:

To obtain a position in a competitive environment to utilize my education as well as to gain additional knowledge and experience.

WORK EXPERIENCE:

Company Name : Serco BPO private limited (2008-2012)

Designation : Senior Customer Service Associate – Handling team of 20 members

ACCOUNTABILITIES:

Interacting with BSNL client for Karnataka GSM process.

Focusing towards team co-ordination, team motivation, team training.

Customer service and being a part of company's growth.

Ensuring work ethics to be followed.

Complete and accurate capture of Incident and Downtime reports

Company Name : FINCARE(2013-present)

Designation : Manager - Bank Partnership

ACCOUNTABILITIES:

- Upload Customer Handoff (CU) as per the bank norms and procedures to the Ganaseva and routed to FI-CPU (centralized processing unit for financial inclusion initiatives of IBL) for further action at the Bank's end. The purpose of CU upload is to get KYC sanction from bank for disbursement process.
- Upload Loan Master as per the bank norms and procedures to bank.
- Re-raise Highmark for members who have applied for loan.
- Providing all documents required for loan processing to the respective regions.
- Coordinating with RO's to achieve the monthly target.
- Over Lap report and deviation approval cases verification
- Duplicate Login Management with UW team.
- Coordinating with RO to reprocess the KYC rejected cases.
- Prepare & publish master tracker on daily basis.
- Creation and verification of CIF, SB and FD accounts in FIS profile.

EDUCATIONAL QUALIFICATION:-

- SSLC – AVN High school , Anoodi, Gauribidanur(TQ)
- PUC – Govt college Kotaladinne, Gauribidanur(TQ)
- Bsc(Discontinue) – National college Gauribidanur, Gauribidanur(TQ)
- Doing Bcom in IGNO University(Distance)

ACHIEVEMENTS AND AWARDS

- Got **Star Award** in the month of **April'14, June'15, Dec'16 & Dec'18** for excellent in work contributing to company performance

PERSONAL DOSSIER:

Name	:	ANITHA LAKSHMI A N
Husband Name	:	Yogeesh.G
Date of Birth	:	06-02-1980
Gender	:	Female
Martial Status	:	Married
Nationality	:	Indian
Languages Known	:	English, Kannada and Telugu
Hobbies	:	Surfing on web
Permanent Address	:	Berambadi, Gundlupet Tq, Chamarajanagar Dist, Pin- 561111
Mobile Number	:	+91-9980529110
Mail id	:	anithaan97@gmail.com

DECLARATION:

I do hereby declare that the particulars of information and facts furnished above are true and complete to the best of my knowledge and belief.

Place: Bangalore

Signature

Date: