

# Esther Selvaraj

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## Professional Summary

- B.Com graduate with 8+ years of overall work experience
- Proficient in providing quality client satisfaction in audit reviews, customer service, communication and proofreading
- Possess excellent interpersonal, communication & organizational skills with abilities in team management, team motivation and client service management

## Work Experience : Overall 8+ Years

### Senior Process Specialist (Defined Benefits – Employee Resolution Team)

June 2014 to June 2019

Fidelity Investments India Pvt Ltd.

#### Roles and Responsibilities:

- Researching and analyzing the root cause of each service requests
- Resolving service requests in a timely manner with excellent quality and turnaround agreed
- Taking ownership of identified clients and executing responsibilities with minimal guidance
- Interacting with multiple upstream and downstream partners to arrive at the right solution and fix data issues in our record keeping system
- Responding to US customer requests via correspondences and other modes of communication requested
- Serving as subject matter expert (SME) on assigned clients, helping peers to draft correspondences
- Providing support to internal client focusing teams (Client Operations, Audit & Control, Client Service Managers etc.)
- Managing timeliness of work for the cluster
- Providing process training for the new hires
- Managing inventory and work allocation for the cluster
- Presenting and conducting team meetings and huddles
- Maintaining error log and coaching the team on regular basis
- Taking initiative to undergo training to enhance individual job performance
- Validating and providing inputs to update Procedure Documentation (OLR – OnLine Reference)
- Providing back-up coverage for other Process Specialists, as needed
- Preparing error data report at operations level
- Second signing all the work done by peers and proof reading correspondences
- Providing feedback on errors and suggestions for better writing
- Handling escalations for the identified clients and resolving efficiently

#### Appreciations and Awards:

- Was awarded Green mile award for taking ownership and quick action/response on adhoc requests and escalations
- Was awarded On The Spot Award for solely managing the client volume with zero compromise on quality and timeliness
- Was referred by higher management to be the representative of associate council for Employee Resolution Team

### Senior Associate

May 2013 to April 2014

Standard Chartered Bank

Bangalore,  
Karnataka,  
India

**Roles and Responsibilities:**

- Initiating retrieval requests, fulfillments, chargebacks, representments and pre compliance as per advises or instruction from team member
- Ensuring proper maintenance of relevant documentations, reports and their retrieval
- Ensuring timely processing of all relevant financial entries related to chargeback process into the card accounts of customers
- Ensuring timely communications to cardholders, fraud and risk units and other related parties all relevant information regarding outstanding and resolved disputes
- Ensuring adherence to all the sub process level requirements handled on a day to day basis
- Recording and maintaining all data on daily and periodic processing of disputes and execution of activities required
- Complying with the regulations and timeliness of visa/master franchise network with respect to all cycles of chargebacks, retrievals and compliance
- Contributing to key initiatives of productivity improvement and cost reduction
- Upholding the values of the group and company at all times
- Complying with Group Money Laundering Prevention Policy and Procedures to the extent applicable and reporting all suspicious transactions to the Line Manager
- Complying with Group/Country KYC guidelines and adhere to the relevant controls and checks
- All the incoming documents and subsequent cycles supporting documents should be maintained in Workflow

**Investment Performance Analyst**

**April 2011 to April 2013**

**Northern Operating Services Pvt Ltd.**

**Roles and Responsibilities:**

- Worked as Investment Performance and Wealth Management Analyst for the process IRAS (Investment Risk and Analytical Services) for North America Region
- Worked on Citrix Application, PACE application is majorly used for Client Portfolio review
- Verifying diversified transactions, audit transactions and portfolio reports, researching discrepancies on a daily basis for employee benefit trust accounts
- Verifying accuracy of information by reviewing daily exception reports
- Responding to internal and external inquiries, initiating follow up of inquiries or independently resolving exceptions
- Determining financial status by comparing and analyzing plans and forecasts with actual results
- Reconciling transactions by comparing and correcting data
- Increasing productivity by eliminating duplications and coordinating information requirements
- Providing information to management by assembling and summarizing data, preparing reports, making presentations of findings, analysis and recommendations
- Communicating with Middle Office and interrelated partner areas on Client data
- Analyzing research and resolving audit discrepancies
- Cross training on clients/accounts allocated to other partners to ensure increasing bandwidth and to drive timeliness of sign offs
- Working on structural changes of client portfolio
- Checking for Rate of Return (ROR) outliers for any obvious errors
- Checking if investments are classified accurately
- Checking market values, weights, returns and flows look sensible and in line
- Locking client data (accounts and groups)
- Verifying report schedules, ensuring that reports sent to clients are accurate and mailed within scheduled timeframes
- Backloading client data
- Verify benchmark indexes in Bloomberg system
- Preparing monthly portfolio performance reports

	<p><b>Appreciations:</b></p> <ul style="list-style-type: none"> <li>Was appreciated by Middle Office in handling escalation and preparing accurate data direct report without any assistance being less tenured in the team</li> </ul> <p><b>Customer Service Representative</b>  <b>September 2009 to October 2010</b>  <b>First Source Solutions Pvt Ltd.</b></p> <p><b>Roles and Responsibilities:</b></p> <ul style="list-style-type: none"> <li>Worked as Customer Support representative for a year</li> <li>Dealing with the billing queries of customers</li> <li>Trouble shooting technical issues with sky box based on set procedures</li> <li>Interacting with teams internally in case of any discrepancies in the customers monthly statements</li> </ul> <p><b>Appreciations:</b></p> <ul style="list-style-type: none"> <li>Was appreciated for taking highest number of calls with zero QC error</li> </ul> <p><b>Skillset Profile:</b>  Software Packages: Computer Basics, MS Excel, MS Access, MS Outlook &amp; MS Power Point</p> <p><b>Key Strengths:</b></p> <ul style="list-style-type: none"> <li>Ability to establish rapport and work in a team</li> <li>Ability in handling confidential work and team</li> <li>Good Team Player and good verbal/written communication skills</li> <li>Willingness to learn and flexible to changing and challenging situation</li> <li>Can work on multiple assignments simultaneously while maintaining the highest emphasis on quality and dead line</li> <li>Problem solving, resolution &amp; analytical skills</li> <li>Enthusiastic, creative and self-motivated</li> </ul>	
<b>Education</b>		
From 2006 to 2009	<b>Bachelor of Commerce</b> Seshadripuram First Grade College from Bangalore University Passed in First Class	Bangalore, Karnataka, India
<b>Additional Information</b>		
<ul style="list-style-type: none"> <li>Languages known : English, Kannada, Hindi, Tamil and Malayalam</li> <li>Hobbies : Playing music, reading books, singing &amp; blog writing</li> </ul>		
<b>Declaration</b>		
<p>I hereby declare that the information furnished above is true to the best of my knowledge.</p> <p>Date:</p> <p>Place: Bangalore</p> <p style="text-align: right;">(Esther Selvaraj)</p>		