

**GEETHA.G**

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**My Objective:**

Passion to work in a reputed company, where my skills and a genuine enthusiasm would allow me to progress to face the Challenging World.

**Academic Qualification:**

<u>Year</u>	<u>Class</u>	<u>School/ College</u>	<u>Percentage</u>	<u>Board/ University</u>
April, 2015	MBA (Finance)	Sikkim Manipal University	70%	Sikkim Manipal University
March, 2012	B.Com	Christ University	82% (Distinction)	Christ University Board, Bangalore
April, 2009	2 <sup>nd</sup> (PUC)	Christ Junior College	86.5% (Distinction)	Pre University Karnataka, Board
April, 2007	10 <sup>th</sup> Std/S.S.L.C	Modern English School	88% (Distinction)	S.S.L.C. Karnataka, Board

**Technical Skills:**

Completed 3 months Basic Course in Computer which includes Microsoft Office – Ms word, Ms power point, Ms Excel and Internet got certified from Navodhaya Academy.  
Gimp photo shop.

**Professional Experience:**

**February 2015 till August 2018 – XL Catlin, XL India Business Services Pvt Ltd (Marine Insurance).**

**Designation: Senior Analyst.**

**Duties & Responsibilities:-**

- Process support for the Underwriters in London basically Non-Lloyd Insurance business - Marine.
- Communicating via workflow system with underwriters in London to help resolve queries.
- Interpreting documentation for data entry and calculating premiums from slip for data entry.
- Carry out QC checks on data entry performed by colleagues.
- Ad-hoc data entry and arising tasks to support the process flow smooth.

**Tasks in detail:-**

- Indexing of document into respective queue.
- Updating details related to Quotes received from broker.
- Framing policies on the basis of details provided by Underwriter.
- Renewing existing of Policies and Quotes.
- Endorsements of Policies and Quotes.
- Maintaining quality.
- Calling and interacting with team based in U.S.A and Gurgoan only on case to case basis.

**Training Related Activities:-**

- Provide process training and mentoring new joiners
- Developed process manuals/Standard Operating Procedure
- Evaluating training through quality checks
- Giving feedbacks after Quality checks
- Maintaining Process Update Sheet

**Process Improvement Initiatives:-**

- Identified single point of contacts for sub – process, who will take the ownership and will be accountable for any updates and help team on case to case basis.
- Developed Process manuals for submissions and Inland Marine Bound Process.
- Suggested the pattern of training to new hires.
- Preparation of MIS and Team work assignment

**April 23, 2012 – February 14, 2015 – Wells Fargo India Solutions Pvt Ltd.**

**Teams worked: Foreclosure Preview Team and Collection support Group.**

**Designation: Financial analyst.**

**Duties & Responsibilities**

- Processing loans by reviewing documents like complaint, deeds, endorsements and assignments, thereby documenting the same in the form of checklist.
- Preparing error report and Utilization report
- Carry out QC (Exception audits) checks on data entry performed by colleagues
- Presentation of the weekly dashboard for the team.
- Maintaining the query tracker to put across to the onshore team for the comments.
- Participated in other curricular activities like Flash Mob to explain the Mortgage life cycle.

**Training Related Activities:-**

- Worked on the Project called “Growing the value chain”, this enhances the domain knowledge of U.S.A Mortgages. Trained the Trainers on the same to conduct sessions for the fellow colleagues.
- Giving presentations on the topics like History of U.S.A Mortgages, Company’s policies and Team Dashboard.
- Evaluating training through quality checks
- Giving feedbacks after Quality checks
- Participating/ driving the quality conscious campaigns to improve the team performance.

**June, 2011 to April, 2014**

worked as a SEO(search engine optimization) analyst at Tarang Arts. My tasks involved Content Creation, analysing the online Business process to improve sales, Blogging and link building for the website [www.tarangarts.com](http://www.tarangarts.com)

**April, 2011 to May, 2011**

Completed 2 months Internship at Tarang Arts Bangalore. My task involved Accounting, Billing, Responding to customer queries, suggesting ways to design and improve business process online, Stock Updation and Stock reconciliation.

**Extra Curricular and Volunteered Activities:-**

- Participates in volunteering activities for NGO’s

- Organised Inter Class Commerce Fest events in Christ University for the year 2010 and 2011, Placement Representative in Christ University
- Won Debate Competition organised by Christ University Commerce Association in the year, 2011

**Strengths:**

Hard working, dedicated, god fearing and Fun loving  
Enthusiastic and want to be a perfectionist in my work

**Languages Known:**

English - can read, write and speak  
Kannada -can read, write and speak  
Telugu - can read and speak  
Hindi - can read, write and speak(not fluent)  
Tamil - can speak

**Declaration:**

I believe in team spirit, hard work and loyalty and hence declare that the information furnished above is authentic. I hope the particulars in the resume are in line of your requirements and an opportunity would be provided to prove my worth.

Date:

Place: Bangalore

Geetha G