

## **Sasikala Jayakumar**

No.3/31,Devikapuram salai,  
Ganapathipuram(Village),  
Edapattu (Post),  
Gingee (Taluk),  
Villupuram(District)-604 201.

■ Mobile: 7824042839

■ Email:[emailsasikalasampath@gmail.com](mailto:emailsasikalasampath@gmail.com)

### **OBJECTIVE**

Obtain a challenging leadership position applying creative problem solving and lean management skills with a growing company to achieve optimum utilization of its resources and maximum profits.

### **ORGANIZATIONAL EXPERIENCE**

Worked as **Process Associate in TATA Consultancy Services (TCS)** Chennai, TN

**ProjectName:** MS (Morgan Stanley)

**Duration** : December 2017 to September 2021

**Team Size** : 20

#### **Job profile**

- Worked in 20 member team
- Managing MIS activities to analyze and determine the monthly Volume, Turnaround Times and Error opportunities.
- Investigating the un owned accounts on daily basis by using various methods and tools like Qwest- DQS, Qwest- accounts, west-Position and Balance 3rs- balancesheet,3rs- state street.
- Acting as technical and knowledge resource to the team.
- Acting as Subject Matter Expert on CATCHALL Process
- Communicate effectively with team members, internal groups and external clients.
- Worked in Process 8 months in EMIR( European market infrastructure regulation) and 4 Years in US Shift have knowledge about different product comes under European and US market like commodities, rates, equity, credit and Fx.
- CATCHALL is the Application to transfer money from closure account and creating new account. As per the customer request we will move the balances to client account to another account.
- LIPRAOPS is like sub ledger. Once the error is not stamped like LIPRA. It will come in our queue
- User queries-client will reach us to provide CATCHALL template, procedure documents to find the client account.
- Working in process FATCA (Foreign Account Tax Compliance Act ) disclosure companies interest associated with MS

## PROFESSIONAL SYNOPSIS

- Over extensive experience in knowledge maintenance, training & mentoring of new team members doing quality check for the entire team
- Self-motivated, team player and organised to keep pace with the fast changing environment
- Expertise in Managing teams, Process Training, interacting with clients from diverse cultures and efficient at consistently achieving SLA targets keeping customer satisfaction as the primary objective.
- Honour of receiving various awards & recognitions based on Commendable Performance.

## RESPONSIBILITIES & ACHIVEMENTS

- Inspired each and every team member to perform and produce their best.
- Determined the duties and responsibilities of individuals in a team.
- Analyzed the individual performance of each team member and motivated them to perform even better.
- Organized training workshops to improve the performance of the members who were lagging behind in terms of performance.
- Reported any problem or fault in the project to the project manager or supervisor.
- Arranging & chairing weekly team meetings, focussing on targets & achievements.

### Rewards and Recognition:

- Got appreciation mail from my ED(Executive Director), MD( Managing Director),Client and controls for managing full night shift for 4 years and extending my working hours.
- Got spot of the Month reward for excellent performance for handing huge volume during month end as 1FT
- Got 3 star performance rewards for giving Exceed expectation.

## EDUCATIONAL QUALIFICATION

Examination	School/ College	Discipline/ Specialization	Board/ University	Month and Year of Passing
High school	Cluny Mat.Hr. Sec.School, Devikapuram.	S.S.L.C	State Board	2012
Higher Secondary	Indian.Mat.Hr.Sec.School, Harur.	Biology	State Board	2014
B.Sc Maths	Asullium womens college, Vellore.	Maths	Thiruvalluvar University	2017

## STRENGTHS

- Good Communication skills
- Smart Working skills
- Ability to learn faster
- Team bonding
- MS office

## PERSONAL

Father's Name : Sampath.K  
Nationality : Indian  
Date of Birth : 26-08-1995  
Languages Know : English & Tamil  
Hobbies : Listening to Music, Drawing & Crafting.

### **Declaration:**

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

Date:

(Sasikala Jayakumar)

Place: Ganapathipuram,  
Villupuram.