

CHITRA P

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CAREER OBJECTIVE:

To obtain a position that will enable me to use my strong professional skills, perform to the extreme potential and capacity, contributing to the growth of the organization.

EDUCATIONAL QUALIFICATIONS :

COURSE	INSTITUTIONS	BOARD	YEAR OF PASSING	PERCENTAGE
B.Sc. Mathematics	D G Vaishnav College	Madras University	2018	86%
H.S.C	St. Joseph's Higher Secondary School	State Board	2015	92%
S.S.L.C.	St. Joseph's Higher Secondary School	State Board	2013	95%

SKILL SET:**TECHNICAL QUALIFICATION:**

- Basic Ms.Word and Ms. Excel

PERSONAL SKILLS:

- Ability to learn new skills in depth
- Good leadership skill
- Good analytical and planning skills
- Ability to own-up responsibilities.

STRENGTH :

- I am self motivated person and am a quick learner.
- Effective learning and adoption towards various process change
- I have the ability to do good work, and can dedicate myself and I will do my best.

PROFESSIONAL EXPERIENCE :

- **Company Name:** Tata Consultancy Services
- **Period:** Presently working from 24th August 2018 (3.5 Years)
- **Designation:** Process Associate (BFSI - Banking and Cards)
- **Client:** Citi Bank, United Kingdom.
- **Process:** Back Office Banking Operations and Retails banking operations.

ROLES AND RESPONSIBILITIES IN TCS :

- Handling various complaints and requests received from the customers of CITI & EGG Bank for UK Site.
- Adhering to SLA's and KPI as per client standards .
- In depth experience in the areas of credit cards, loans and customer service.
- Performing quality checks for all the process being evinced in the team .
- Looking after process training for the new joiners and helping them in the Sign off process as per required standards.
- Briefing the members on the errors identified during the internal checks.
- Working closely with the team towards tight deadlines.
- Strictly compliant to DPA and compliance standard as fixed by the organization and clients
- Performing KYC on the documents provided by the customer against system.

AWARDS :

- Performance rating award “On the spot award”.

PERSONAL DETAILS :

Father's Name : Paramasivam.M
Date of Birth : 11-05-1998
Languages Known : English, Tamil
Permanent Address : No.33/66, 16th West Cross Street,
M.K.B. Nagar, Vyasarpadi,
Chennai - 600 039.
Alternate Number : 9840377178

DECLARATION :

The above mentioned details are true to the best of my knowledge. I promise to serve your esteemed organization with dedication and hard work.

Place: Chennai

Signature

Date:

(CHITRA P)