

RESUME

MONICA.B

No: 30, 13th Street,
Raja shanmugam nagar,
Thiruvottiyur
Chennai – 600 019.

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Objective

Looking forward a challenging and suitable assignment which gives career satisfaction and thus Play a modest role for the betterment of the Organization.

Synopsis

B.C.A with 5yrs of Experience in Banking sector with solving customer queries and capable of meeting deadlines and delivering results under pressure. A good team leader and motivator and also a team player.

Academic record

B.C.A	70 %	2010 – 13	STELLA MARIS COLLEGE, CHENNAI
Higher Secondary	80 %	2008 – 10	ST.PAUL'S MAHAJANA HR.SEC.SCHOOL, CHENNAI
Secondary Education	90 %	2007 – 08	ST.PAUL'S MAHAJANA HR.SEC.SCHOOL, CHENNAI

Technological skills

MS office (Outlook, word, PowerPoint, Excel)

Computer Skills

LANGUAGES KNOWN: c, java, html, visual basic, asp.net, j2ee.

RDBMS: Oracle 9

SOFTWARE: Adobe Photoshop cs4, Flash, Macromedia director, Adobe Dreamweaver.

Professional experience:

1. MMC INFOTECH SERVICE PVT LTD

Position: Processing Executive L3

Period : Mar – 2014 to Feb 2019

❖ Working for the Client "**Standard chartered –Global Business services**"

a) UNIT : INDIA CHARGEBACK OPERATION

❖ Nature of Work:

- ❖ Handling ATM disputes (Issuer & Acquirer)
 - ❖ Reviewing reports & providing status for the customer disputes
 - ❖ Handling Visa and MasterCard disputes and initiated chargebacks for various reason codes including fraud.
 - ❖ Initiating 1st level chargebacks through VROL(Visa resolve Online) and MasterCard online systems.
 - ❖ Create ,maintain and enter information into databases.
 - ❖ Preparing voucher and passing financial entries.
 - ❖ Processing temporary credit to the customer based on the customer disputes.
 - ❖ Managing vendor relationships ,facilitating communication and resolving disputed to completion.

b) UNIT : LOAN CLOSURES

- ❖ Handling Mortgage & Personal loans.
- ❖ Preparing pre termination quote.
- ❖ Preparing calculation & voucher to close the loan in system.
- ❖ Passing Part payment and reversal entries in system.
- ❖ Preparing monthly MIS for settlement process.
- ❖ Replied to inquire received on telephone, email and in person.

Key responsibility:

To ensure that all the activities have been completed within the TAT (Turn Around Time) Without any faults.

Extracurricular Activities:

- ❖ Active participation in NATIONAL SERVICE SCHME

Personal Qualities:

- ❖ Fast Learning.
- ❖ Easy Adaptability and work effectively in different environment.
- ❖ Ability to co-ordinate with colleagues in the organization.
- ❖ Good interpersonal skills.

- ❖ Very flexible in terms of team work.
- ❖ Good communication skill.

PERSONAL DETAILS

Name	:	B.Monica
Father Name	:	P.Barnabas
Date of birth	:	06-03-1993
Nationality	:	Indian
Religion	:	Christian
Marital Status	:	Married
Languages Known	:	English & Tamil.

DECLARATION

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

Date :

Yours Faithfully,

Place :

(B.Monica)