

PRINCY S

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CAREER OBJECTIVE

To work in a challenging team environment, renowned and growth oriented organization that allows me to build, leverage and enhance my management skills and subject matter expertise.

WORK EXPERIENCE

TATA CONSULTANCY SERVICES (TCS)., Chennai.

Abound: Tata Consultancy Services is an Indian multinational information technology (IT) services and consulting company headquartered in Mumbai, Maharashtra, India. It is a subsidiary of TATA GROUPS and operates in 149 locations across 46 countries.

- I am having an experience of 2 years in **TATA CONSULTANCY SERVICES** (Oct 2017 – Till date)
- Job Description: Outbounds (semi voice process)

Synopsis: The process is about taking confirmatory and informatory call from the corporate (CITIBANK) customer to avoid fraudulent activities

Roles & Responsibilities :

- ❖ Initiating callback for RTGS payment (Real Time Gross Settlement) is a fund transfer utility that allows Citibank customer to transfer funds to their own or other bank
- ❖ Initiating callback for NEFT (National Electronic Fund Transfer) is a payment utility that allows Citi customers to transfer funds from their Citibank account to their own or any other individual having an account with any other bank in the country which is a part of the NEFT network
- ❖ Taking confirmatory callback for DD (Demand Draft) and A2A (Account to Account) fund transfer request.

- ❖ FIRC (Foreign Inward Remittance Certificate)- Initiating callback to the customer to confirm for what purpose an individual receiving payment in foreign currency from foreign countries
- ❖ IBC chq – Initiating informatory callback to the customer by referring Image Based Cheque
- ❖ HVCB – Initiating informatory callback to the customer, if the cheque amount is in High Value
- ❖ SIGNATURE DIFFERS – Initiating callback to the customer to get a confirmation, incase if the Authorized Signatory signature is slightly different from our records to avoid fraudulent activities.
- ❖ OUTWARD cheques – If any of the details which is mentioned in the cheque is incorrect. We will initiate callback to the customer to get a correct exact details to credit the amount properly.
- ❖ 30 DAYS – By initiating callback, we remind the customer to submit the required document (Ratification letter, Address proof document etc.,) to the nearest Citibank before the value date.
- ❖ TRADE (Direct Import Remittance) - Taking confirmatory callback for A1 payment and direct import payment.
- ❖ CFO – we call the customer and voice out all the details like callback designates names, contact numbers and account number to get a confirmation that the documents are correct and genuine to maintain callback designates in account number for future callback with Citibank.
- ❖ Effective handling of escalations by finding solution to solve the query in timely manner to ensure the quality service provided and also to maintain good customer relationship and client satisfaction.

Knowledge/Skills gained in TCS

- ☆ I learned a great deal about dealing with customer and how to handle difficult requests from those who might be irritated and irate when approaching me.
- ☆ I learned that keeping a clear mind and professional demeanor and helping my customers to the best of my ability is an excellent skill.
- ☆ Improved my communication skill and leadership quality.
- ☆ Motivation skill, leadership ability and time management.
- ☆ Ability to grasp new concepts quickly and ability to understand and adapt to the workplace culture.
- ☆ Being responsible, reliable and trustworthy.
- ☆ Able to set priorities and manage deadlines, escalating issues where necessary.
- ☆ Commitment towards work with full dedication, devotion and determination.

TECHNICAL PURVIEW

- * Knowledge of Tools/Applications – Microsoft Office, Outlook, Excel, Power Point, Eflow, SVS, Trade.
- * Type writing – English (junior and senior) & Tamil (junior)

HIGHLIGHTS

- * Received the Best Performer Award
- * Received appreciation for taking highest volume for the month.
- * Received appreciation for handling the critical transactions efficiently with NIL Errors.

SCHOLASTICS

- * **BCA** Plant Biology and Biotechnology in Stella Maris College.
- * Pursuing **MBA** in Loyola College (Pondicherry University)

PERSONAL DOSSIER

Name	:	S. PRINCY
Father Name	:	A. SUSAI MANICKAM
Date of Birth	:	16 TH Aug 1996
Address	:	No: 60, 2 nd street, Annai Sivagami Nagar, Ennore, Chennai – 57.
Marital Status	:	Single
Languages Known	:	Tamil & English
Hobby/Interest	:	Playing badminton, gardening and craft work.

DECLARATION

I hereby to declare that all the above information's are true to my knowledge

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