

## **CURRICULUM VITAE**

**Name:** SANDHIYA. G

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**Permanent Address:**

No 54,kamatchi nagar, 2nd  
cross street, maduravoyal,  
Chennai-600 039.

**Personal Data**

DOB :15.07.1998

Qualification : B.Sc maths  
with computer application

Father :Gopikrishnan

Mother :saraswathi

Gender :Female

Marital Status:Single

Nationality :Indian

**Languages Known**

- English
- Tamil

### **OBJECTIVE**

To be a part of a company that includes professional growth which provides challenging and rewarding career while allowing me to utilize my knowledge and skills.

### **WORK EXPERIENCE**

ORGANIZATION : TELEPERFORMANCE (Barclays Bank PLC)

DURATION : SEP 2019 TO STILL WORKING.

DESIGNATION : SENIOR CUSTOMER EXECUTIVE.

ROLE : ADVISOR

- WFM(workflow management) - verifying the customer email or request we analysing the request to create a cases to onshore, offshore or central service team they will handle.
- Servicing contact- we authorized the customer to amending the mail I'd or Mobile number of the business account so as per customer letter,
- Updating Name and address(CONA) - to analysing the customer request to amending the name and address as per request.
- Keeping the team updated with all process level changes and updates.
- Creating and tracking the exceptions until closure.
- Maintaining 100% quality and completing the work with the SLA.

## PERSONALSKILLS

- Smart and hardworker.
- High degree of initiator, self-starter and learner.
- A good teamplayer.
- Positive attitude.

## HOBBIES

- Cooking.
- Listening music.
- Drawing.

## ACADEMIC PROFILE:

COURSE	INSTITUTION	YEAR OF PASSING	PERCENTAGE OF MARKS
<b>B. Sc (maths with computer application)</b>	DG vaishnav college (madras university)	2019	<b>70%</b>
<b>H.S.C</b>	Bharathi matriculation higher secondary school(state board)	2016	<b>74%</b>
<b>S.S.L.C</b>	Bharathi matriculation higher secondary school(state board)	2014	<b>93%</b>

## DECLARATION

I hereby declare that the above furnished information is true to the best of my knowledge. If I was Offered to work deliver my best of my superior official.

**Date:**  
**Place:** Chennai

(SANDHIYA)