

**KARTHIK**

**E-mail:** **karthik.382851@2freemail.com**

**Visa Status:** Employment Visa

**OBJECTIVE:**

To pursue a professionally satisfying growth and challenging career. Seeking a quality environment where my knowledge can be shared and enriched for the growth of the organization and self.

**Working Experience:**

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| --- | --- | --- | --- |
| **S. No** | **Name of the Job** | **Experience of Years** | **Name of the Company** |
| 1 | Relationship Officer | Dec 2017 to July 2018 | Dunia Finance LLC, Dubai-United Arab Emirates |
| 2 | Senior Back office Executive | July 2016 to July 2017 | Intelenet Global Services-Chennai-India  |
| 3 | Back office Executive  | April 2014 toJanuary 2016 | TATA Business Support Services-Chennai –India |

***Company:*** Dunia Finance LLC.

**Designation:** Relationship Officer - (**Loan & Credit card**)

**Job Responsibilities:**

* Analyze Applicant’s financial status, Credit Card, Auto Loan and property evaluation to determine loan feasibility.
* Perform daily maintenance of the loan applicant database
* Adhere to all federal and state compliance guidelines relative to retail mortgage lending.
* Carefully analyze documents and inform clients of missing items

***Company:***Intelenet Global Services Ltd

***Team size*: 18**

**Designation:**Senior Customer Service Executive -**Backend Operations**(**Banking Process**)

**Job Responsibilities:**

* Good comprehension skills with a typing speed of 35 wpm (expertise in working MS Office tools)
* Motivated team of call center operators on both inbound and outbound calls.
* Supervised inbound team to make certain they answered questions knowledgeably and thoroughly.
* Supervised outbound team to ensure they followed computer-generated lead order and exhibited courtesy at all times.
* Did spot-checks listening in on calls to make certain team followed provided scripts.
* Ran monthly goal contests with rewards.
* Loan and Personal Account calculate interest of start date and end date of payment.
* Wrong calculated interest is refund the interest amount.Deal with customer issues regarding loan payments including delinquent payments.Worked with customer to make necessary adjustments to loan terms
* Achieved 100% Quality and maintaining the SLA in a team. Preparing the metrics for client side operation for monthly and weekly.
* Preparing and reviewing the various Trackers for Journal, Recons, Query and Rejections and also Metrics.

**Software Skill Sets:**

**Accounting Applications:** Customer Gateway(CG), Tallyman, Customer Complaint Tool(CCT)

**Front End Tool:**Remediation Tool (Workflow Tool)

**Operating System/Working Platforms:** Ms-word, Ms-Excel, Ms-Powerpoint

***Company:TATA Business support Services***

***Team size*: 10**

**Designation:**Customer Service Executive- **Backend Operations**

**Job Responsibilities:**

* Attracts potential customers by answering product and service questions; suggesting information about other products and services.
* Opens customer accounts by recording account information.
* Maintains customer records by updating account information.
* Resolves product or service problems by clarifying the customer's complaint; determining the cause of the problem; selecting and explaining the best solution to solve the problem; expediting correction or adjustment; following up to ensure resolution.

**EDUCATION OVERVIEW:**

Academic Record:

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| --- | --- | --- | --- |
| **NAME OF THE COURSE** | **INSTITUTE** | **YEAR**  | **CLASS** |
| Master Of Computer Application (M.C.A) | VELS University -Chennai | 2014 | **First Class** |
| Bachelor Of Computer Application (B.C.A)  | Bharathidhasan University | 2011 | **First Class** |

**PERSONAL DETAILS:**

DOB :29thNovember, 1989

Sex :Male

Nationality :Indian

Languages Known : English, Tamil

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