**ANNAPOORNA**

Highly organized team player and excellent communication with 5 years of experience. Looking for an employment opportunity and offering exceptional follow up skills to achieve the objectives of the prospective company.

**Work Experience**

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| --- | --- | --- |
| **Company Name** | **:** | American based company |
| **Duration** | **:** | Sep 2014 – Oct 2019 |
| **Designation** | **:** | Operations - **Quality Senior Specialist** |

 is an American multinational investment bank and financial servicesholding company headquartered in New York City. J P Morgan Chase is ranked by S&P Global as the largest bank in the United States and the sixth largest bank in the world by total assets, with total assets of US$2.73 trillion.

* Acting **Team Lead** - Allocation of work to team.
* Managing **Know Your Customer (KYC)** process by obtaining identity and address of the customers.
* Reporting to the Management on volumes, quality, capacity & productivity.
* Ensuring the work completion within the **SLA** (Service Level Agreement).
* Verifying the processed requests and sending error reports to the Manager on regular basis.
* Workflow and document management.
* Creating the standard operating procedures of diﬀerent processes for the team.
* Cross trained on **15 diﬀerent processes** with **145 activities** and verifying the processed requests.
* Conducting team huddle and share the process updates on regular basis.
* Process improvement ideas to reduce the processing time for the requests.
* Research & analysis of customer request and resolving it.

Education

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| --- | --- | --- | --- |
| Bachelor of Business Administration |  |  |  |
| 2014 |  |  |
| Gov’t First Grade College, Uttara Kannada. |  |  |  |  |
|  |  |  |  |
| Score Achieved - 80.00% |  |  |  |  |
|  |  |  |
| Dept. of Pre-University Education Karnataka |  |  |  |  |
| Gov’t PU College, Siddapur, Uttara Kannada. |  | 2011 |  |  |
| Score Achieved – 75.00% |  |  |  |
|  |  |  |  |
|  |  |  |  |  |
| S.S.L.C |  |  |  |  |
| Gov’t High School, Kangod, Uttara Kannada. |  | 2009 |  |  |
| Score Achieved – 74.00% |  |  |  |  |  |
|  |  |  |  |  |  |  |

* **Nominated for ACE award 8 times and won 2 times.**Won **“Quality Champ”** award more than 20 times.
* **Rewarded** as **“Eagle Eye”** award 10 times.
* Won **“Falcon”** award 11 times.

Personal skills

Quick learner

Positive Thinking

Time Management

Problem solving

Ability to do multi task

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| --- | --- | --- |
| Date of Birth | : | 13-08-1993 |
| Nationality | : | Indian |
|  |  |  |
| Visa Status | : | Visit Visa till February 15th 2020 |
| Languages | : | English, Kannada and Hindi |

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

Annapoorna

**Work Accomplishments**

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| --- | --- | --- |
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Contact Details:

Email Address : annapoorna-399108@2freemail.com

Mobile Number : +971504753686 / +919979971283

Reference : Mr. Anup P Bhatia, HR Consultant, Gulfjobseeker.com

YouTube Video CV

<https://www.youtube.com/channel/UCdsv_v9Czkx2Dc8bW4Bt4wA>

 View My CV on Gulfjobseeker.com CV Database

 <http://www.gulfjobseeker.com/employer/cv_database_highlighted_cv_freetocontact.php>

 Chat with me Live on Zoom

<https://zoom.us/j/4532401292?pwd=SUlYVEdSeEpGaWN6ZndUaGEzK0FjUT09>