**POORNIMA MURUGESH**

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**Address:**

#103, 1st Floor, Sri Dhanvi Nilaya, Behind Swamy Vivekananda Ashram, Hoodi Main Road, Mahadevapura Post, Bangalore – 560048.

**CAREER OBJECTIVE**:

To be an effective and efficient employee in a globally competitive environment. Work on challenging tasks in a prestigious organization that shall yield the twin benefit of job satisfaction and a steady paced professional growth through accomplishment of organizational goals.

**WORK EXPERIENCE:**

**April 2009 to Jan 2019**

**ANZ Support Services India Pvt Ltd**

**Senior Analyst SME**

**Job Description**:

On boarding the customers of the Bank by verifying the documents/application forms. Processing their applications for opening an Account by following the KYC of the customers. Getting their internet banking and preparing the commercial cards and similar activities. SME of the process, managing the stakeholders and investigating escalations of the Team.

* Investigation and processing of Transactions and fees of customer accounts and their internet banking.
* Managing and building a good relationship with the stakeholders and handling the monthly Data/Report call concerning the team’s progress.
* Handling and Managing the team of 10-12 members by Prioritising on SLA, Delivery and Customer Service.
* Comfortable and Hard working in a fast-paced environment by taking complete responsibility of the team in meeting the customer expectations. Welcoming if required to travel and learn new things.
* Preparing the monthly report and (ATOM) report of productivity, utilization etc of the Team and managing the daily SLA and assigning the work to the team.
* Managing the team with leaves, cross trainings and managing the workflow of the team.
* Attending the Monthly team call with the product manager and stakeholders to make process improvements.
* Preparing the procedure documents of the process and updating them regularly.
* Conduct Training session for the team and the new joinee’s in the team of complete process and procedure.
* Motivating the team by conducting team activities and get the team involved in the activities to refresh.
* Conduct the one on one for each person and identify the difficulties that each person face and provide them feedback and training required.
* Arrange for conference calls with the stakeholders and provide them the team details and requirements and also take assistance with solving customer escalations.
* Acted as a Mentor and a go to person for any concern/requirement for the team members.
* Conducting team huddle on a daily basis and updating the team members of the process. Updating the team on the daily points shared by the product managers and stakeholders.
* Helped and took initiative in Automation of process for the team.
* Handling Escalations of the team to resolve customer queries and issues.

**Loan Set-up**

* Processing the Post-Closing Loans.
* Verify/Update the information into the system to comparing the documents.
* Creating the Exception if discrepancy on documents.
* Handling the Internal QC in the team.
* Work closely with the Team lead and support the team during crisis or additional workload.
* Handle and Resolve process related Escalations, and take necessary steps to prevent their occurrence in the future.
* Communicate with onshore team whenever there is a doubt regarding process.
* Handling the Address Verification Reports.
* Handling the Individual productivity sheet for the team.

**Tax Set-up**

* Prepare the Tax line for the new Set-up Loans.
* Verify/Updates the Tax amount (County Tax & City Tax).
* Tracking the Attendance sheet for the team.

**Additional Responsibilities other than Core tasks:**

* Completed BUPLAS (Voice and Accent) Training and Accredited.
* Direct interaction with Australian Customers for the Internet Banking A/C.
* Providing Internet Banking procedures and details on calls.
* Successfully competed ​“ATOM Accreditation Level 1”

**​Dec 2004 to Aug 2008**

**FIRST SOURCE**

**Senior Customer Service Associate.**

**Job Description**:

​On call support for Internet bankers. Guiding the customers to transfer money from Abroad to India with ICICI Bank. All customers are NRI.

* SME​in the team
* Back up to production leads & Managers
* Played the role of a ​**Trainer**​​to new joiners
* Being the SME of the team handled customer Escalations
* Have won the ​**“Best Performer Award”**
* Have received the “Best **Team Player Award**” for active participation in the team.

**April 2001 to April 2004**

**​New Prince Higher Secondary School**

**​Teacher**

**Job Description**:

Taught the students of class 3, class 4​​ and class 5. The main subjects taught are English, Social Studies and Hindi. Been a Class teacher for the entire duration.

**PERSONAL SKILLS:**

Good written and verbal communication

Good interpersonal skills with ability to work in teams

Excellent in managing work co-ordination and completion.

**EDUCATIONAL QUALIFICATION:**

2002 to 2004: Post Graduation in Master of English Literature Annamalai University

2001 to 2002: Completed Shorthand and Senior Typewriting.

1993 to 1995: Higher Secondary Education, Ujjval Vidyalaya Composite Pre-University College

 1993: Secondary Education Ujjval Vidyalaya Composite Pre-University College

**Basic Computer skills**

2019: Completed Basics in Software Automation, Selenium, C++, JAVA & Excel.

**LANGUAGES KNOWN:**

English, Hindi, Kannada, Telugu and Tamil (Native)

**LANGUAGES WRITTEN:**

English, Hindi, Kannada.

**PERSONAL Details:**

Father’s Name: Murugesh S R

Date of Birth: 25th Aug 1977

Passport: K7762744 (Valid through – 10/10/2012 to 9/10/2022

**DECLARATION:** I hereby declare that the particulars given above are true to the best of my

knowledge and belief.

**Place**:​ Bangalore

Poornima Murugesh.