

Merlin Koshy

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WORK EXPERIENCE

JPMorgan Chase & Co.

Sept. 2019 – Present

Associate Banker

Belmont, CA

- Rated #1 in customer service at my branch where I achieved multiple Employee Appreciation awards for overall customer satisfaction.
- Conducted interviews on candidates from Jewish Vocational Services hosted by JPMorgan Chase & Co.
- Cultural champion and active member of business resource group where I encouraged employees to enroll into networking events and other events apart from regular work to build their skill sets related to their work and soft skills such as communication, networking, and special interest.
- Helped customers learn how to complete their banking needs using our digital platforms like Chase mobile app, Chase.com and ATMs.
- Ensured financial transactions are completed accurately and efficiently while complying with all policies and procedures.

San Mateo Public Library Foundation

Aug. 2018 – Oct. 2019

Job seekers resource aide

San Mateo, CA

- Received recognition for assisting and mentoring unemployed candidates on their job seeking activities which included writing and proofreading resumes and helping them fill out online job application form.
- Conducted mock interviews and trained them on their interview skills.

SAP Concur

Jan. 2015 – Dec. 2015

Recruiting coordinator

Bangalore, IND

- Managed and coordinated interactions between HRBP, recruiters, hiring managers and external applicants in APAC region (Australia, Singapore, and India).
- Used tools such as HireRight to perform and track background checks of new hires.
- Used SAP SuccessFactors to coordinate and schedule interviews and made travel arrangements and maintain invoices using SAP Concur Travel and Expense Management System.

Sankara Eye Care Foundation

Jan. 2011 – Mar. 2012

HR Intern

Bangalore, IND

- Facilitated onboarding and recruitment for over 20 interns and 17 new employees within 2 months for a new branch.
- Used MS. Excel and MS. Word to track and help medical students with accommodations and travel necessities during their transition to a new branch.

EDUCATION

University of Bangalore

July 2012

M.B.A in HR & Finance

Bangalore, IND

- Worked on a HR project called "Training and Development" at Ravina Consulting.
- Volunteered as a Community Worker at Akshaya Patra Foundation.

University of Bangalore

June 2010

Bachelor's degree in Business Administration & Management

Bangalore, IND

SKILLS & Languages

- **Skills:** Customer service, Recruiting, Calendar Management, Interviewing, Employee Orientation, ATS.
- **Languages:** English (Proficient) and Spanish (Beginner).