

Revathy K L

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ABOUT ME

A detail-oriented business analyst, with FinTech background. An excellent communicator and great problem solver, from defining the problem to implementing its solution to success.

SKILLS

| | |
|--------------------|------|
| SQL | ☆☆☆ |
| MS Excel | ☆☆☆ |
| Accounting | ☆☆☆☆ |
| Financial Analysis | ☆☆☆☆ |

LANGUAGES KNOWN

| | |
|-----------|------|
| ENGLISH | ☆☆☆☆ |
| MALAYALAM | ☆☆☆☆ |
| HINDI | ☆☆☆☆ |
| TAMIL | ☆☆☆☆ |

EDUCATION

Master of Business Administration- Finance (2018)

[Amrita School of Business – Bangalore](#)

CGPA Secured – 7.42/10

MS – Business Analytics and Systems (2018)

[University at Buffalo \(SUNY\) – New York](#)

CGPA Secured – 3.29/5

UG – Bachelor of Business Management (2016)

[Amrita University - Amritapuri](#)

CGPA Secured – 8.24/10

EXPERIENCE

Odessa Technologies (Nov 2019 – Present)

[Associate Business Analyst, Customer Success](#)

- Function as the primary contact for a group of assigned clients and provide ongoing support and ensure client engagement.
- Function as a conduit between client stakeholders and Odessa's technical resources by prioritizing incoming issues and assigning it to internal resources.
- Work closely with a team of developers, business analysts to understand client issues and recommend strategic solutions.
- Understand complete leasing lifecycle, lease accounting, describe and demonstrate LeaseWave technical processes, document functional errors and define root cause of issues.
- Gather business requirements, analyze, thoroughly test and deliver fixes.
- Responsible for managing releases, client requests and ensuring prompt resolution of issues as per client's Service Level Agreement (SLAs).
- Works closely with cross functional and global teams.

City Union Bank (Sept 2018 – Sept 2019)

[Probationary Assistant Manager](#)

- Handled day-to-day operations of the branch by acting as a supervisor for the clerical duties and authorizing transactions.
- Ensured KYC and customer due diligence for more than 100 accounts opened within the branch.
- Mentored a team of four associates to effectively prioritize workload and meet deadlines as well as increase team productivity.
- Resolved customer issues and proactively headed off negative customer service trends.
- Profiled customers according to their income and generated new leads through existing customers to increase business.

Sunlux Technologies (April – June 2017)

[Finance Intern](#)

- Implemented a financial system for their collaborating start up, which helped enhance operating capacities with respect to employee management and financial planning.

Keltron (April – June 2015)

[Financial Analysis Intern](#)

- Presented in depth analysis of their financial statements and suggested possible solutions to maintain a healthy balance sheet.

CERTIFICATES

- Lean Six Sigma Yellow Belt
- Achieved 'A' grade for successful completion of student social responsibility project titled 'Awareness on misuse of technology' in government schools.
- Represented PALESTINE in CUFE Model United Nations (MUN) 2017 conducted by Christ University.
- Lead Event Organizer for various fests in college level, which includes detail planning and management of various committees.