



MADHU ME

Data Specialist

PROFILE

To work in a challenging environment in my career, learn and to make valuable contribution to the organization. Looking for a challenging and responsible opportunity to explore my strengths and potentials in the organization to meet employer's expectation and obtain a position that will enable me to use my skills, educational background, work experience and ability to work well with people.

CONTACT

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HOBBIES:

Hobby #1 Playing Cricket.
Hobby #2 Cooking
Hobby #3 Riding
Hobby #4 Music

EDUCATION

D Banumaiah's College of Commerce, Mysore (B.COM)

2009 – To - 2012

Cauvery College Gonikoppal (PUC)

2007 – To - 2009

WORK EXPERIENCE

Mphasis (Transaction Process Officer)

Dec-2012 To May-2014

- * Worked for Zurich Insurance client from London.
- * Resolve escalated customer issues.
- * Creation and implementation of Service Improvement Plans.

Altisource - Mortgage and Real Estate Marketplace Solutions (Assurant associate)

July-2014 To June-2016

- * Maintain the C-Sat Scores.
- * QA monitoring on soft-skills and selling techniques.
- *Received RNR For Outstanding Performance and valuable contributions
- * Top Gun Award 7 times for my extra efforts in achieving and exceeding the assigned targets with 100% Quality & Attendance.

Thomson Reuters/Refinitiv/LSEG (Data Specialist)

July-2016 To Till date

- * Worked in Genesis project, third party approvals project, SAP and Siebel Recon, Account and contact merge process, email with XXX, IDOC projects.
- * Conduct briefing and team meetings for team status updates, new product information, policy and procedures change, etc.

SYSTEM KNOWN:

Siebel
Sales Force
AAA
SAP
MIS WEB
SQL

KEY/TECHNICAL SKILLS:

- Advanced MS Excel.
- SQL Oracle developer.
- Salesforce reporting.
- MIS reporting.
- Data Visualization.
- Dashboard.
- Market research.
- Report automation.
- SAP.
- AAA.