
Name: REVATHI. D

Date of Birth: 14-10-1989.

**Qualification: M.Sc. (Software
Engineering Integrated 5yrs Course)**

Contact Details

Tel : +91 7200429152.

E-mail : revunisha1989@gmail.com

OBJECTIVE:

To associate with an organization which progresses dynamically and gives me chance to update my knowledge and enhance my skills in the state of the technologies and be a part of the team work towards the growth of the organization.

EMPLOYMENT HISTORY:

- December 2014 - February 2017 - Client Support Executive at CAMS (Registrar and Transfer Agency) in mutual fund operations handling calls and emails.
- March 2017 – March 2018 at Funds India worked as Customer Support Executive in mutual fund operations handling calls emails and chats.
- March 2018 – June 2021 worked as Executive – Correspondence in customer services at Franklin Templeton Mutual Fund AMC.
- July 2021 to Nov 2022 worked as Processing Officer at CAMS (Computer Age Management Services)
- Nov 2022 to Apr 2024 worked as Assistant Manager at Aditya Birla Capital.

Company	Period	Designation	Responsibility
CAMS (Computer Age Management Services)	December 2014 – February 2017 (3 years)	Client Service Executive	Handing mails, inbound & out bound calls (investors & distributors).
Funds India (Wealth India Financial Services Pvt Ltd)	March 2017 – March 2018 (12 months)	Customer Support Executive	Handing mails, chats & processing of NFI and financial transactions. Redressal of investors and distributors Grievance & complaints.

Franklin Templeton Mutual Fund (Asset Management Company)	March 2018 – June 2021 (3 years 3 months)	Executive – Correspondence in Customer Services	Handling escalations. Handling complaint (investors & distributors) routed via mails, calls & letters, Handling walk in customers and verifying the Documents and coordinating with concerned teams for resolution.
CAMS (Computer Age Management Services)	July 2021 – Nov 2022 (16 months)	Processing Officer	Checking Complaine, Handling escalations. Handling complaint (investors & distributors) routed via mails, calls & letters, Handling walk in customers and verifying the Documents and coordinating with concerned teams for resolution.
Aditya Birla Capital	Since Nov 2022 – Apr 2024	Assistant Manager	As a quality analyst, my responsibility is to coordinate with teams and generate reports on works and escalation handled.

CERTIFICATION:

- National Institute of Security Marketing (NISM – V-A) with 64%.

ACHIEVEMENTS:

- Won the quality topper award consecutively 8 times across the floor.

EDUCATIONAL QUALIFICATION:

Degree/Course	Institution	Board	Year of passing	Percentage & Grade
MSc (Software Engineering – 5yrs Integrated Course)	Gnanamani College of Technology	Affiliated to Anna University	2007- 2012	80% Distinction
Higher Secondary	Seventh Day Adventist Hr. Sec School	Matriculation	2007	65%
High School	Seventh Day Adventist Hr. Sec School	Matriculation	2005	75%

SPECIALITIES:

- An honest, Optimistic and dedicated person.
- Confident & determined person.
- Leadership quality.
- An efficient communicator.

TECHNICAL SKILLS:

- Good in Microsoft Excel.
- Power point.
- MS –Word

PROFFESSIOAL SKILLS:

- Skilled in Escalation Handling, Team management and Multi- tasking.

- Coordinating and resolving the complaints of investors and distributors.
- Resolving the escalation routed via social media.
- Efficient in resolving the complaints within TAT (Turn Around Time).
- Experience in Mutual Funds – Inbound and out bound. (Product promotion),
- Handling walk in customers, verifying both Financial and Non-Financial documents.
- Coordinating with KRA's and updating the investor's KYC.

Personal Details	Languages known:
Name : Revathi. D	TAMIL : (Read, Write &Speak)
Age : 31	HINDI : (Read, Write &Speak)
Marital Status : Married	ENGLISH : (Read, Write &Speak)
Sex : Female	
Nationality : Indian	
Date of Birth : 14/10/1989	

DECLARATION

I hereby declare that all the information furnished above is true to the best of my knowledge.

Place: Chennai.

Date:

Yours truly,

(Revathi. D)

Revathi