

# Curriculum Vitae

## **SHAIK KARISHMA**

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## **OBJECTIVE:**

Aspire to belong from an organization where idea grows, skills are developed and knowledge is nourished. A place where I can learn and be empowered to contribute continuously under different challenging scenarios, keeping focus on institution, global yet socially conscious while staying target oriented.

## **SKILLS:**

- Client servicing
- Customer Relationship Management
- Escalation Management
- Customer Service
- Vendor and third party management
- Team Player
- Liaison and coordination
- Communication
- Problem Solving
- Computer skills

## **PROFESSIONAL OVERVIEW:**

- More than 3 years of corporate experience in Customer Management.
- Competent in effective communication and attention to detail in client engagement and servicing.
- Demonstrated repeated success in nurturing existing client base in complex multi-level decision making environments.
- Possess positive attitude, capability to innovate, customer obsessed and proven abilities in query handling in customer service.
- Possess exceptional team building and leadership skills as well as negotiation abilities.
- Successful time management and ability to work in tight deadlines without stress.

## **EXPERIENCE:**

**Capita Pvt Ltd**, Bangalore - Senior Process Executive (Customer Management)

08 Oct 2018 - 21 July 2021

### **Client: Southern Water**

- Working in the Citrix Environment with the involvement of SAP where all the request are handled and processed.
- Providing training and support to the non tenure employees for the betterment of the process.
- Customer Relationship Management for the assigned set of accounts.
- Managing escalations and SLA misses.
- Acting as a one point of contact related to billing, refund, payments etc.
- Managing and coordinating with Third Party Aggregators.
- Work across teams for fulfilment and resolutions. Handled multiple work types according to process requirement.

**Infosys BPM Ltd** (Process Executive 01 December 2016 – 11 January 2018)

### **Client1: Lexis Nexus**, client for US Amazon customers (Mysore)

- Participated in a KYC remediation project for a major international financial institution. Tasks responsible for included the enrichment of Customer Due Diligence and Enhanced Due Diligence information needed to meet the required customer information for regulation 326 of FDIC. Efforts include QA and reconciliation of KYC forms against the institution's customer list for the enrichment of missing required fields in existing KYC forms. Research and validation of entity data using appropriate internal and external data sources. Entity Data includes legal name verification, address, NAICS Codes.
- Verified CDD & EDD of client's data in the varied financial services in corporate, vendor, and trade finance.
- Confirmed timely resolution of work assignments by organizing and prioritizing appropriately Performed appropriate and confidential handling of sensitive information

### **Client2: CIT** (Bangalore)

- Effectively arranged suspicious activity reports in compliance with established regulatory guidelines and time-frames.
- Completed analysis of transactional information to identify risk, trends and potential wary activity.
- Performed the required KYC screenings on customers documenting the information obtained on the client's as required by global KYC procedures. Ensuring compliance with all AML laws, regulations, guidelines, written procedures; OFAC, CIP, KYC, customer/transaction monitoring.

- Effectively conducted AML /KYC formality reports on questionable accounts and transactions.
- Improved and implemented customer risk rating criteria with KYC management and procedure for both consumer and corporate customer.

### **ACHIEVEMENTS:**

- Received Ramp award as an outstanding performer from Lexis Nexus (Infosys)
- Received Spot award as an extra miler from Southern Water (Capita)

### **EDUCATION**

- B.Sc (MECs) from Mother Theresa Degree College (2013-2016) Affiliated to S V University, Tirupati (A.P) with 72%
- Intermediate (MPC) Sri Vani girls junior college, Palamaner (A.P) with 68%
- S.S.C. from Sri Sarada English Medium School, Palamaner (A.P) with 86%

### **TECHNICAL DETAILS**

- Packages: MS-Office
- Programming: C Basics, Java
- Data Base: Oracle, SQL
- Scripts: HTML, Java script
- Operating System: DOS, Windows Xp

### **LANGUAGES**

- English
- Hindi
- Urdu
- Telugu

### **HOBBIES**

- Solving puzzles
- Drawing
- Listening to music.
- Painting

### **DECLARATION:**

I solemnly declare that the information furnished above is true to the best of my knowledge and belief.

Karishma  
9177857861