

Name: LITHIKA R

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Objective:

Seeking challenging assignments in a reputed organization across the **Banking/ AML investigations/compliance.**

Summary of Skills

- Competent and diligent professional offering over 2.3 years of experience across, Process Management, Quality Assurance & Process Training; with Accenture.
- Possess natural flair for developing strategies to enhance client's/ customer relations, Quality, Process Management, Audit compliance, Training and Development.
- Quick learner and highly adaptable to new methods/procedures.

Core Competencies

- Process Improvement, Training and Development, Relationship Management Quality Assurance/ Management Audit Facilitation and Compliance.

Professional Experience

Accenture – SVB (Banking) as a Transaction Processing Analyst from July 2019 – December 2020

Key Projects

Worked for a US bank (SVB) as a Quality Analyst, makes sure the quality and assurance of a loan/ deal/ invoice.

Process Improvements

- Developing new ideas to ensure that there is more scope of improvement in the process thereby giving benefits to the clients in terms of productivity saves.
- Maintaining and updating the knowledge repository for the unit and timely implementation of the process change ensuring the units are abreast with the new changes.

Roles & Responsibilities

- Adhering to the timelines for resolution of queries being raised and follow-ups are being done at regular intervals to ensure the issues are being resolved.
- Delivering as per the process notes and maps to the clients to ensure that all and current activities are being captured so as to ensure consistency in the way of processing the transactions.
- Maintaining reports such as Daily & Monthly production tracker, Complaints Tracker and Attendance Reports, etc.
- Ensuring the overall Quality of the Project even if new processors are introduced in the production stream. Involved in transaction monitoring (Quality Checks) of the transactions processed by the agents in my team.

Professional Experience

Accenture – Truist (Banking) as a Transaction Processing Analyst from January 2021 – On process.

Key Projects:

Worked for the team Post Booking Data Validation, it is kind of auditing process, ensuring the quality of a loan and its money related transactions.

Rewards & Achievements

- Awarded by management for Best Beginner in 2 months of my joining for 100% quality and counts.
- Appreciated by clients via emails and monthly calls for clearing volume on time when volume was unexpected.

Academic Details

Qualifications	Board/University	Year of passing	Marks/Percentage of marks
B.Com	Asan Memorial College	2019	73%
XII (CBSE - Commerce)	Vels Vidyashram	April 2016	62%
X (CBSE)	Vels Vidyashram	April 2014	7.8 CGPA

Personal Details

Date of Birth : 09-Dec-1998
Place of Birth : Chennai
Father's Name : G. RAVICHANDRAN
Mother's Name : A. GEETHA

Passport Details

Passport Number : T5984854
Issue Place : Chennai, India

I hereby declare that the information provided above is true, complete and correct to the best of my knowledge and belief.

Date:
Name: **Lithika R**