

JYOTHI MARIA

Senior Analyst Come Quality Auditing

📞 0555584274 @ Jyothimaria0211@gmail.com 🔗 LinkedIn/Portfolio 📍 Dubai



SUMMARY

Orderly and committed customer service assistant skills in customer relation and resilience to handle challenges of professional and banking environment. Bringing detail oriented decisive nature with sound judgement and good multitasking and self motivated personality. Comfortable working alone or with a team to accomplish on time and accurate critical task.

EXPERIENCE

Senior Analyst- Customer Support (Mobile Payments)

ENSTAGE SOFTWARE (WIBMO) 📅 2017 - 2023 📍 Bangalore, India

Wibmo in digital payment provides fraud and risk management, payment authentication, mobile payments, prepaid cards, merchant services and video verification for KYC for HDFC bank.

- Assisting on KYC complaints for PayZapp mobile payments which is linked to HDFC Bank.
- Auditing emails and sending reports to agents to work on it.
- Handling top management complaints, escalation & social media complaints .
- Supporting clients with process and product via calls and emails.
- Coordinating with internal team to get the work done.
- Accomplishing the assignment timeline with good quality.
- Fulfilling client requirements within organization protocols client and customer centric.

Customer Service Associate (Apple care channel support -ACS)

CONCENTRIX (Minacs) 📅 2016 - 2017 📍 Bangalore, India

Concentrix is an American business services company specialising in customer engagement and business performance.

- Respond to query/complaint/request from apple technicians including follow up via chat.
- Communicating efficiently with apple authorized service providers and help in determining the correct coverage.
- Help AASP regarding the ETA of the part.
- Working in SAP(Correcting warranty coverage,adding the parts, cancelling and releasing the repair, transferring the warranty coverages.)
- Creating shipping inquires with SEMS for parts shipping issue.
- Raising product escalation to clients through various tools.
- Assisting the AASP about the certification program.

Process Associate (North American Operations)

IRON MOUNTAIN 📅 2014 - 2016 📍 Bangalore, India

Iron Mountain is an American enterprise information management service which has storage facility and data backup throughout North America and Asian Countries.

- Analysing financial statements, insurance documents, invoice, recording storing and maintenance of all financial documents.
- Completing the batches according to the daily targets.
- Responsible for the verification of financial services like bank records management, credit files, insurance, commercial account files and mortgage records.
- Generating reports of batches on daily basis and uploading the batches on weekly basis.

ACHIEVEMENTS



Promoted as senior analyst

Won employee of the month constantly and maintained good quality score.

SKILLS

SAP

SEMS (shipping exceptional management system)

GSX(Apple Global Exchange)tool

Jira tool

Strong communication skill - both written and oral

Basic computer knowledge

LANGUAGES

English Proficient

Hindi Proficient

Tamil Native

Kannada Native

Malayalam Beginner

EDUCATION

B.com

[St. Joseph College , Bangalore University](#) 📅 2008 - 2011

PU college

[St. Joseph College Pre University Education](#) 📅 2006 - 2008

Karnataka Secondary Education Examination Board

[School](#) 📅 2006