

K Madhumitha

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Summary

Highly motivated employee with a desire to take on new challenges. Friendly & Customer focused professional with strong interpersonal skills and over 5 years of experience in customer service roles. Proven ability to resolve issues efficiently, maintain client satisfaction and communicate early.

State street Corporation - Custody Bank

Associate II 2023 - Present

- Trade booking & settlement.
- Developed & Maintained Relationship with client & Stake Holder.
- Responsible for accurate & timely setup of OTC Derivative Trade like option & swaptions in internal system.
- Maintained compliance with regulatory requirements and internal controls.
- Coordinated with Front office, Middle office and Risk teams for trade validation.
- Reduced trade Booking errors by 30% through process improvements & automation initiatives.

CSB Bank

Customer Relationship officer 2021-2023

- Handled Customer queries, reviewed and analysed customer complaints and proactively participated in the development and implementation of new marketing plans.
- Ensure management and employees full understanding of business needs, auditing compliance tracking progress towards goals & measuring analytics of profit & loss and ROI.
- Managed & updated large customer databases, identified and communicated with potential customers and assisted in account management.
- Built and maintained relationships with clients, business partners and worked on the implementation of customer retention programs.
- Managed & Strengthened relationships with 200+ customers by providing personalized service and regular follow-ups.

EDUCATION

BCOM (Accounting & Finance)

2021

Sri Krishna Adithya College of Arts & Science.

High School

2018

Nirmala Matha Convent Matriculation Higher Secondary School.

Specializations

Advance Excel

MS office

Typing speed 30 words per minute

Tally

skills

Risk management

Turnover strategies

Quality management

Process improvement

Time management

Corporate administration

Revenue generation

LANGUAGES

English, Tamil

