



RESHMA RAMACHANDRAN

PROJECT COORDINATOR

PROFILE

Multi-faceted professional, possess dynamic team-based management style infused with a fervent drive to turn visionary concepts into tangible Realities! Hardworking and Ambitious professional with over 8 years of extensive experience in the IT domain, specializing in Banking & Insurance.

WORK HISTORY

Project Support Engineer; **Waypoint Systems FZCO**
Sep 2021-May 2024 Dubai, United Arab Emirates

Clients: Mashreq Bank - Dubai, UAE & New Point Insurance Brokers - London, UK

- Spearheaded project support for ASSURE (Bancassurance) & DWH (Data warehouse) web applications, offering comprehensive admin assistance from project initiation to deployment.
- Fostered and sustained strong client relationships, ensuring seamless project transitions, and handovers.
- Acted as a pivotal liaison among CEO, Clients & Project Manager to negotiate Project costs and manage scope changes effectively.
- Authored BRD & User Manuals, and crafted detailed User Stories to guide project development.
- Developed Sprint User Stories, and conceptualized Wireframes to enhance IT Development Team comprehension and project execution.
- Delivered BAU Support, served as a SPOC for the clients.

Customer Solutions Specialist; **PayPal India Pvt. Ltd**
Oct 2019 – Dec 2020 Bangalore, India

Client: North America & Canadian PayPal Customers

- Delivered exceptional service to the customers by providing rapid, accurate responses to inquiries, using the latest technology tools.
- Excelled as front-line support, providing empathetic and efficient solutions to enhance customer satisfaction.
- Demonstrated resilience by effectively transforming today's problems into tomorrow's solutions reducing the likelihood of repeat customer contacts.
- Fostered robust relationships with cross-functional teams, emphasizing a customer-centric approach and strict compliance with service excellence standards.

CONTACT DETAILS

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Date of birth: 09 Nov 1991

Nationality: **Indian**

Visa Status: **Spouse Visa**

UAE Driving License Holder

ABOUT ME

Demonstrated expertise in building and nurturing Client Relationships, enhancing communication, and driving exceptional Customer Satisfaction. Skilled in identifying and addressing customer needs with effective solutions. Possess robust management abilities, and a deep understanding of both B2B and B2C Customer Service and Banking sectors. Committed to delivering results through a strong work ethic and a proactive approach.

EDUCATION

Bachelor of Science, Computer Science
(B.Sc. CS), 2009 - 2012

AJKCAS, Bharathiar University, India

CORE COMPETENCIES

- Accounts Payable & Receivable
- Policy Reconciliation
- Interpersonal, Leadership & communication
- Research, Reporting & Analysis
- Team Management, & Open Networking
- Decision Making

Game Analyst/Sr. E-Service Associate; Telligent Support Solutions

Aug 2018 – May 2019

Bangalore, India

Client: Playdemic (Golf Clash)

- Delivered timely technical and functional support to Playdemic (Golf Clash) clients, ensuring prompt query resolution.
- Conducted thorough analysis of reported bugs in the testing environment to pinpoint root causes.
- Streamlined bug resolutions by efficiently routing issues to the development team using internal tools, and executed post-fix testing to maintain an error-free gaming experience.
- Enhanced customer satisfaction by actively soliciting and directing gamer feedback to relevant departments for continuous game platform improvement.
- Managed the distribution of refunds or tokens to the Golfers, reinforcing positive gaming experiences and customer loyalty on winning basis.

Financial Assistant;**WNS Global Services Pvt. Ltd**

May 2016 – Feb 2018

Bangalore, India

Client: Suncorp – Australian Bank

- Expertly managed daily payment Reconciliations & Cash flow tracking.
- Conducted audits on the Customer Insurance Premiums for accuracy.
- Conducted the bank Reconciliations, ensuring integrity in both accounts payable & receivables.
- Proactively identified, reported, investigated, and resolved discrepancies within the Suncorp Insurance Order flow
- Fostered robust professional relationships with Clients, and bank executives, reinforcing trust, collaboration and reliability.

Technical Support Associate; Hewlett-Packard India Pvt. Ltd

Jan 2013 – Oct 2014

Chennai, India

Project: ESSN (Enterprise, Storage, Servers & Networking) for EMEA Customers

- Expertly configured servers, and storage solutions tailored to EMEA customer specifications using Watson Configurator.
- Diligently ensured the hardware and software compatibility to prevent cancellations and optimize performance.
- Provide strategic system & configuration recommendations, efficiently addressing client inquiries in a timely manner
- Spearheaded process innovations, task planning, and team leadership to enhance operational efficiency.
- Managed the creation of detailed proposals for configurations/BOM, and quotations, aligning with client requests.
- Effectively articulated the proposal requirements to senior leadership in precise, and effective manner within strict deadlines.

SKILLS**//PROFESSIONAL**

- SQL – Beginner
- Client Engagement, Written & Verbal Communication Skills
- Critical Thinker
- Dispute & Claims
- Fraud Account Check
- KYC Checks
- Troubleshooting
- Leadership, Team Player & Public Speaking
- Flexibility, Interpersonal skills, Attention to details & Proofreading
- Email Etiquette, & Phone Etiquette
- Time Management Skills
- Typing Speed of 50-60WPM
- Resume Building for candidates

//TECHNICAL

- Proficient in MS Package (Word, Excel & PowerPoint)
- Watson, Eclipse, CRM & Citrix Tools
- Working with complex distributed systems & Technologies
- Troubleshooting, often without procedures and documentation
- Ability to explain technical concepts to users/clients
- Skilled at receiving & processing bank transactions, Accounts Receivables & Payables, and Reconciliation

CERTIFICATIONS & RECOGNITION

Certified Trainer Certification @ WNS Global Services Pvt. Ltd.

'Excel To Work' & "Consistent Performer" Awards @WNS Global Services Pvt. Ltd.

'Idea to WIN' & 'Decision Maker' Awards @ Telligent Support Solutions LLC

'Will to Win' & 'Always Accountable' Awards @ Hewlett-Packard Enterprise