

CONTACT ME AT

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EDUCATION

B.Sc. (MSCS), Osmania University, Hyderabad, 2014

CORE COMPETENCIES

- Risk Mitigation Strategies
- Financial Due Diligence
- Process Optimization Tools
- Operational Efficiency Techniques
- Client Service Management
- Reporting and Analytics Tools
- Manual Testing Procedures
- Operational Excellence
- AML Policies
- MIS Reporting
- Agile Methodologies
- SDLC Process

SKILL SET

- Communicator & Negotiator
- Problem Solving & Analytical
- Team Management
- Interpersonal Skills
- Collaborator

ACHIEVEMENTS

- Received certification for actively participating in the Let's Connect Idea session with the Vice President, Head of Mortgage Business Service, contributing to procedural updates for Canada Mortgages.
- Acknowledged as the STAR of the Quarter for Q1 2021.
- Recognized as the STAR of the Quarter for Q2 2018.
- Achieved STAR of the COE twice during the 2017-2018 period for outstanding

PREETHI GUNDAVELLI

CORE OBJECTIVE

Passionate finance professional with a knack for operational efficiency, customer service excellence, and IT integration targeting an engaging role in Hyderabad. Leveraging proven expertise in compliance, due diligence, and risk management within the financial sector to drive regulatory adherence and operational excellence.

PROFILE SUMMARY

- Demonstrate a robust track record of over 8 years in navigating compliance, due diligence, and risk management challenges in the Banking IT Sector, ensuring regulatory adherence and operational excellence.
- Pursue roles in finance that leverage my expertise and leadership to enhance operational efficiency and elevate customer service standards.
- Validate a consistent record of upholding AML policies, regulations, and industry standards to ensure operational compliance and excellence.
- Showcase skilled leadership capabilities and in-depth expertise in the domain to drive organizational success and foster a culture of excellence.
- Excel in mitigating risks, conducting financial due diligence, optimizing processes, and enhancing operational efficiency to drive organizational success.

WORK EXPERIENCE

HSBC Electronic Data Processing India Private Limited, Hyderabad, Sep'16 - Apr'23

Growth Path:

Role: Assistant Manager (Jan'2020 - Apr'2023)

- Actively engaged with customers, fostering relationships through consistent interaction and effective communication.
- Demonstrated expertise in managing customer service issues promptly and creating effective customer service procedures, policies, and standards.
- Supervised ticketing and case management, addressing customer queries and issues on time while adhering to service level agreements.
- Managed and analyzed customer information, ensuring data segmentation and integration for informed decision-making.
- Implemented process automation and task assignment strategies, optimizing work-flows for efficiency and productivity.

Role: Customer Service Executive (Sep'2016 - Dec'2019)

- Reviewed and approved security documentation, information, research, and Due Diligence Forms (DDFs) for both new and existing clients of Commercial and Business banking.
- Ensured all required client documents and records were complete and accurate, interpreting and applying regulatory and compliance policies and procedures when reviewing DDFs to ensure adherence to internal controls and regulatory processes.
- Ensured proper escalation, vetting, and approval of Negative News and AML/Sanctions Alerts, performing due diligence checks and information searches on high-risk customers.
- Audited monetary transactions, payouts, and funding of client accounts, earning appreciation for gaining process knowledge and being entrusted with completing audits for peers.
- Reviewed procedural changes and conducted regular checks to ensure comprehensive coverage of procedures.

Associative Software Engineer, Nexwave Talent Management Solutions Private Limited (Accenture Client), Hyderabad, Jul'14 - Feb'16

Key Result Area:

- Executed regression testing and functional testing activities to ensure the integrity and functionality of the system.
- Reviewed and analyzed business requirements and relevant functional documents to map them accurately to test scripts.
- Created test conditions and test cases/scenarios utilizing Quality Center as a repository for efficient test management.
- Managed defects by promptly raising and retesting them, tracking each defect throughout its lifecycle to ensure resolution and quality assurance.

PERSONAL DETAILS

performance as both a trainer and Subject Matter Expert (SME).

Date of Birth: 04th July 1994

Languages Known: English, Hindi, Telugu

