



DIVYA T

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OBJECTIVE

To obtain challenging and responsible position in an organisation where in I contribute to the successful growth of an organisation using my abilities and knowledge. " There is always a better way of doing things" is the common belief.

EXPERIENCE

02/08/2021

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- **Customer Service Executive**
Fedbank Financial Services
Relaying extensive product information to customers.
Closing sales for the company.
Filing customer records, including contact information, purchases and billings.
Conducting surveys and writing reports based on customer feedback on products and services.
Providing customers with clear instructions to resolve issues.
Rerouting customer calls to other departments when advanced solutions are needed.

14/11/2018

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31/07/2021

- **Loan Processing Officer**
Muthoot Fincorb
Evaluating credit worthiness by processing loan applications and documentation within specified limits
Interviewing applicants to determine financial eligibility and feasibility of granting loans
Determining all applicable ratios and metrics and set up debt payment plans

EDUCATION

2016-
2018

- **Master of Business Administration in Finance**
Sun College of Engineering and Technology

SKILLS

MS office

80%

Tally

60%

Customer service

80%

Tele Calling

80%

Communication

80%

LANGUAGES

- To Speak. : English, Tamil & Malayalam To write and Read : English & Tamil

PERSONAL DETAILS

- Date of Birth : 21/05/1996
- Marital Status : Single
- Nationality : Indian
- WhatsApp Number : +918870528674