



Deann Joan Gunnion

Educational Qualifications

Bachelor of Business Administration

April 2016 - June 2019

Women's Christian College, Chennai

Certifications & Endorsements

- Certificate on attending Human Resource Conference.
- Certificate on attending workshop "College to Corporate"
- Certificate on Soft skills.
- Training & Development at Citi - Effective Communication Course completed on 27th July 2021.

Resume Objective

A professional with Three years of experience in Operations Analysis, Risk Management, Banking Operations, Quality Checks & Controls and Employee Relations. Seek to work in an organization that provides an environment of consent learning & opportunities for career progression.

- Good Analytical & strong Communication skills with the quest for learning something new every day and constantly updating self about the latest technologies & processes.
- A self-driven person with the strength to work under pressure and take up challenging assignments.
- Strong Interpersonal & people management skills.
- Organized, decisive and motivated with proven ability to multi-task and do a job thoroughly with attention to detail and quality.
- Possessing right aptitude for accepting fresh challenges to deliver the desired results.

Work experience

Operation Specialist

Aug 2019 - Sep 2022

Citi Bank, Chennai, India

- Handling Fraudulent investigation operations end to end.
- To prepare and send daily reports (Regz) to the entire team to avoid misses on deadlines and ensure compliance.
- Controls and checks carried out daily on debt recovery cases.
- Initiate reports on potential higher risk incidents to relevant teams for further processing.
- Rebilling of customer's card for refund / charging according to process guidelines and bank's compliance.
- Arbitration accounts management and final submissions of such incidents.
- Constant Learning and Development within the process services team to build excellent customer experience.
- Ensure Agent Quality Accuracy wherein monitoring of dealt with merchant calls and decide on the case matter following set guidelines.
- Mentoring new joiners guiding them on the process and on job training.
- Conduct team engagement activities
- Single point of contact for the entire team, serve as the team's ambassador for team events.

Relationship Officer

Jan 2023 - Present

Abu Dhabi Commercial Bank, Dubai, UAE

- To create partnership with merchants and bring them onboard.
- Handling the end-to-end operations until the merchants are onboarded.
- Arrange meetings and discussions with merchants on product knowledge.

Contact

Phone

+971 525047455

Email

deanngunnion3222@gmail.com

Address

Oriental House 1, Bank street,
Burjurman, Dubai.

Skills

- Planning and organizing
- Project Management
- Business analysis, management and development
- Excel, Word, Microsoft