



JIYA MARY RAJU

DOB: 04 Jun 2000

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Sex : Female

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ABOUT ME

Flexible and versatile Business Analyst, can handle pressure environment, excels at cultivating, managing and leveraging customer relationships. Hardworking, emphasizing improvement and organizational efficiency. Strong academic background in business concepts and ability to meet deadlines.

SKILLS

- Strategic decision-making
- Customer needs analysis
- Customer satisfaction
- Business process improvement
- Good communication skills
- Critical thinking
- Adapting - time management
- Workflow improvement strategies
- Team work.

LANGUAGES

- English
- Hindi
- Kannada
- Malayalam
- Tamil

Experience

Australia and New Zealand Bank(ANZ)

Job Role - Business Banking Analyst

(November 15th - 2021 – November 17th – 2023)

Mail Loading - Creating release files for the discharge request received from the customers. Identifying the release type being opted and the property customer is willing to discharge/release and settle their loan accounts.

Account Checking - Identifying the accounts linked to the releasing property, preparation of settlement instructions for full discharge with instructions such as amount that the customer is liable to pay to the bank at the time of settlement, property which is releasing.

Internships

- **Shine Projects, Bangalore, India**

Job Role: Business development Executive

(August 2020 – September 2020)

Shine Projects Business development intern hands on experience on Sales & Digital Marketing, product pitching and online sales subject knowledge of share market and banking system for (4 weeks).

- **White Hat Jr, Bangalore, India**

Job Position: Talent Acquisition

(September 2020- December 2020)

Acquisition worked as intern - conducting interviews, Hiring, generating CV, Employee support help desk.

Education

- **Brindavan Group of Institutions (2018-2021)**

Bachelors of Business Administration (**Specialization in Human Resource Management - HR**)

- **Sindhi Pre-University college (2016-2018)**

Science (**computer science**).

- **Stella Maris High School (2016)**

Secondary Schooling

Accomplishments

- Won Monthly Rewards and Recognition in Australia and New Zealand company for high productivity and excellence performance.
- Best Manager at Brindavan Group of institutions (Active Participation)
- Active Senior Executive Member of Firm club at Brindavan group of Institutions.
- Worked as Senior Member of Cultural Club named as Culcurio Club.