KISHORE C

Client Support & Operations Professional | Fintech & Lending Operations

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PROFESSIONAL SUMMARY

Detail-oriented fintech professional with 4 years of experience in fintech lending operations. Skilled in document verification, issue resolution, and meeting turnaround-time (TAT) and quality targets in a high-volume environment. Comfortable handling escalations, explaining complex financial information in simple terms, and guiding new team members. B.Com graduate seeking a client support or operations role where accuracy, ownership, and fintech knowledge add value.

CAREER HIGHLIGHTS

- **Accuracy & Quality:** Sustained strong quality, productivity, and TAT standards across 4 years in a high-volume process.
- **Issue Spotting:** Known for catching red flags early, including document inconsistencies, negative balances, and unusual transactions.
- **Clear Communication:** Documented findings clearly so files moved smoothly to the underwriting team.
- **Team Support:** Guided junior team members on file reviews, policy clarification, and complex cases.

CORE SKILLS

- Customer & Client Support
- Document Verification
- Process & Policy Compliance
- MS Excel
- Issue Resolution
- Data Accuracy
- Stakeholder Communication
- Tally ERP9
- Escalation Handling
- TAT & Quality Management
- Training & Mentoring
- Fintech & Lending Knowledge

PROFESSIONAL EXPERIENCE

Credit Analyst (Pre-Underwriting) **Nov 2022 – Present**

Kapitus Strategy Services Pvt Ltd, Chennai, India

- Screened and prepared business funding applications for the underwriting stage, reviewing each file against company policy while meeting daily **TAT, productivity, and quality** targets.
- Verified bank statements, tax returns, credit reports, and business financials during pre-underwriting review; **resolved discrepancies** by cross-checking documents and following up for missing or unclear information.
- Identified errors, unusual transactions, and risk indicators early, reducing rework and delays in the file process.
- Flagged incomplete or high-risk files and handed over clean, well-documented files to the underwriting team.
- Handled **complex and escalated cases** with accuracy, ownership, and compliance.
- **Trained and supported junior team members** on file reviews, process steps, and policy queries.

PROJECTS

A Study on the Indian Share Market (2022)

- Researched market trends, investor behavior, and regulations; applied statistical analysis to study share price patterns.
- Prepared a report with recommendations and presented findings to a panel of experts.

EDUCATION

Bachelor of Commerce (B.Com) General – SRM University, Chennai **2019 – 2022**

CGPA: 8.7