

DIVYA HALLI

MBA

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PROFESSIONAL SUMMARY

Motivated and detail-oriented customer service professional with strong communication and interpersonal skills. Passionate about helping customers by providing accurate information and resolving issues efficiently. Quick learner with the ability to adapt to new systems and processes.

PROFESSIONAL EXPERIENCE

TATA CONSULTANCY SERVICES (TCS)

02/2023 - 11/2023

Associate – U.S Client

Handled customer queries related to payment receipts, insurance claims, and cheque processing through calls and in-person support. Verified cheque signatures and validated account details to ensure accuracy before processing transactions. Assisted customers in resolving payment discrepancies and clarified billing-related concerns. Coordinated with internal teams to address claim and payment issues within defined timelines. Maintained proper documentation and followed financial and operational compliance guidelines.

Echoboom management and Entrepreneurial solutions

06/2025

Business Associate – Leader

Managed payment follow-ups by coordinating with employees and tracking deposit confirmations. Assisted customers with online payment options and clarified billing-related queries. Coordinated with the accounts team to verify deposits and resolve discrepancies. Maintained accurate payment records and updated internal reports regularly. Tracked and confirmed cheque deposits within required timelines.

EDUCATION

2024 - 2025

VISVESVARAYA
UNIVERSITY TECHNOLOGY
BELGAVI, KARNATAKA

SECAB-BUSINESS SCHOOL
VIJAYAPURA, KARNATAKA
MBA, Marketing and Finance
GPA 77.46%

2019 -2022

RANICHANNAMMA UNIVERSITY
BELGAVI, KARNATAKA

SMT. KUMUDBEN DARBAR
COLLEGE VIJAYAPURA
Bachelor of Commerce
GPA 86.76%

INTERNSHIP

Patil Honda Showroom, Vijayapura Organizational Analysis: Marketing & Financial Analysis

Executed a comprehensive financial and market diagnostic of showroom operations, analyzing sales trends and cost structures to identify key profitability drivers. Delivered strategic recommendations to optimize brand positioning and fiscal efficiency, providing a data-driven roadmap for enhanced market penetration.

PROJECTS ACHIEVEMENTS

- Hosted U.S.-based clients for project development at TCS.
 - Core team member for Finance & Marketing at UTOPIA (MBA event).
 - Hosted and coordinated multiple MBA events.
 - Focused Group Discussion (FGD) on Unbranded Electronics Products: Analyzed consumer behavior.
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CERTIFICATIONS SOCIAL INITIATIVES

- Certified in Employability Skills Mentorship Program (Youth for Seva-YFS).
 - Active member of VSDES (Vijayalaxmi Sarvottam Deshpande Education & Social Welfare).
 - Volunteered with Youth for Seva (YFS) in multiple community development projects.
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CERTIFICATIONS

Received Top Performer Certification for consistent dedication, discipline, and outstanding results.

SKILL

- Payment & Billing Support
 - Handling Customer Queries
 - Cheque Collection & Deposits
 - Online Payment Assistance
 - Basic Payment Reconciliation
 - Follow-up on Pending Payments
 - Insurance Claim Support
 - Document Verification
 - Complaint Resolution
 - SLA & Target Management
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LANGUAGE

- English
 - Hindi
 - Kannada
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ACCOMPLISHMENT

Delivered measurable results by aligning personal goals with company objectives, ensuring consistent achievement of KPIS

DISCLAIMER

I hereby declare that the above information is true and correct to the best of my knowledge and belief.