Priyanka Das

BACK OFFICE EXECUTIVE

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PERSONAL STATEMENT

Back office executive with 3 years of experience in KYC verification, loan document processing and customer data updates for an NBFC and a BPO. Processes 90+ cases a day at 99.2% accuracy within SLA, using CRM and LOS systems, CKYC checks and advanced Excel reports.

WORK EXPERIENCE

Back Office Executive, Loan Operations · *Kalinga Finserv Ltd, Bhubaneswar* Feb 2024 – Present

- Verify KYC documents, bank statements and income proofs for 90 to 110 two-wheeler and personal loan files a day in the loan origination system.
- Maintain 99.2% quality score in internal audits over 6 consecutive quarters and help the team meet a 24-hour disbursal TAT.
- Flagged 37 suspected document mismatches in 2025 for fraud review, helping avoid an estimated ₹42 lakh in risky disbursals.
- Prepare daily pendency and TAT reports in Excel for the operations manager using pivot tables and conditional formatting.

Process Associate, Back Office · *Utkal Process Solutions, Bhubaneswar* Jan 2023 – Jan 2024

- Updated customer addresses, contact details and service requests for a telecom client in the CRM, handling 150+ requests a day.
- Processed email-based order corrections for an e-commerce client within a 4-hour SLA.
- Was rated top performer for 3 months for productivity and zero critical errors.

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EDUCATION

B.Com in Commerce · *Utkal University affiliated college, Bhubaneswar* 2019 – 2022

Grade: 67%

SKILLS

KYC verification | Loan document processing | CRM data updates | Loan origination system | Advanced Excel | Email support | Typing 40 WPM

CORE SKILLS

- Accuracy
- SLA and TAT management
- Process adherence
- Fraud awareness
- Teamwork

LANGUAGES

English · Professional | Odia · Native | Hindi · Fluent | Bengali · Conversational