

**MAMATHA VENKATESH**  
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## Professional Title

Administrative & Operations Executive | Team Leader | Background Verification & Asset Management Specialist

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## Professional Summary

Detail-oriented and results-driven professional with 10+ years of experience in administration, operations, client coordination, and asset management across IT services, finance, and background verification sectors. Demonstrates expertise in SAP MM operations, MIS reporting, and people management. Skilled in leading cross-functional teams, managing client relationships, and improving operational efficiency. Adept in documentation, procurement, and verification workflows.

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## Professional Experience

### Verifacts Services Pvt Ltd – Bangalore

Senior Customer Service Executive

*June 2024 – July 2025*

- Served as a primary liaison for clients regarding background check services.
- Handled case escalations and ensured timely closures.
- Delivered exceptional customer service through consistent communication.
- Supported daily MIS reporting and data quality monitoring.

### Credessentials Services Pvt Ltd – Bangalore

Senior Team Leader

*December 2023 – March 2024*

- Led background verification operations and client coordination.
- Supervised team performance and task allocation.

- Handled escalations and ensured accurate MIS reporting.

**IDA Automation Pvt Ltd – Bangalore**

Senior Team Leader

*July 2017 – July 2023*

- Led a team handling employment and education background verifications.
- Developed and maintained MIS dashboards and invoice reports.
- Interfaced with clients to manage expectations and deliverables.
- Provided team training, delegation, and performance tracking.

**Footprints Collateral Services Pvt Ltd – Bangalore**

Team Leader

*February 2014 – June 2017*

- Managed end-to-end verification projects.
- Regularly submitted reports to clients and leadership teams.
- Ensured adherence to SLAs and resolved client queries efficiently.

**L&T InfoTech – Bangalore**

FM Engineer – Asset Management & Services

*March 2008 – March 2010*

- Handled SAP MM operations including purchase requests and goods receipts.
- Managed inventory, rentals, and purchase of IT assets.
- Documented all asset transactions and generated monthly reports.

**ABN AMRO Bank – Bangalore**

Home Loan Disbursement Coordinator

*January 2006 – June 2007*

- Processed customer documentation and loan disbursement cases.
- Acted as a coordinator between credit, sales, and customers.
- Monitored EMI status and resolved loan-related queries.

**VISU International Ltd – Bangalore**

Education Counselor

*June 2005 – November 2005*

- Guided students on international courses, exams, and admission processes.
- Provided visa, travel, and financial aid guidance.

### **GE Countrywide Finance – Bangalore**

Sales Coordinator

*January 2004 – June 2005*

- Verified customer documents for consumer loans.
- Handled walk-in queries and supported relationship managers.
- Maintained communication between credit team and sales agents.

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### **Education**

Pre-University Course (PUC) – 68%

N.M.K.R.V. College, Bangalore | 2001–2003

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### **Technical Skills**

- SAP – MM (Material Management)
- Microsoft Office (Word, Excel, PowerPoint)
- Internet & Email Communication
- Document & Record Maintenance
- MIS Report Creation and Invoicing

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### **Languages**

- English, Hindi, Kannada, Telugu, Tamil

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### **Personal Details**

**Date of Birth:** 19th October 1984

**Marital Status:** Married

**Hobbies:** Painting, Singing, Dancing