**GLAVINA**

**Dubai, UAE.**

**Email ID:** glavin.133414@2freemail.com

1. **OBJECTIVE:**

To secure a career in a reputed organization which appreciates professional approach and hard work, where I can utilize my knowledge and skills to maximize potentials for personal growth and company success.

1. **WORK EXPERIENCE:**
2. **Gulf General Investment Company: 23-Feb-2014 to Present**

**Real Estate Accountant**

* Preparing receipts for customers towards their rentals and also return cheques and maintaining the record for the same.
* Passing return entry for the cheque return.
* Preparing & verifying vacate calculations.
* Preparing report for Non-renewed & Weekly cheque returns.
* Handling Unit owners tenancy contracts& maintaining the records for the same.
* Answering queries relating to Unit owner cases.
* Preparing estimate of outstanding payments of the tenants for legal department and also rental team.
* Preparing & maintaining records of Unit owner’s monthly reimbursement report & informing the owners once the cheque is ready.
* Handling refund of Security deposit for Unit Owner cases.
* Handling payment for Service providers.
* Verifying customer’s accounts & communicating with customers professionally upon collection and resolving payment discrepancies.
* Monitoring of collection

**2) Deutsche Bank – Mumbai, India: 14-Dec-2009 to 19-April-2013**

**Process Analyst – Custody (Settlements)**

* Euronext Settlements functions as a back office for DB Amsterdam’s Custody business.
* The team handles various settlement activities such as Handling Settlements for the Dutch, French, Foreign and DIFX markets, Stock Lending, Mid-Office function, Cash Management etc.
* Within the team Job responsibilities involve supporting the below functions:
* Handling Settlement activities on the 3 ESES Marketswhich means Euroclear Settlement of Euronext-zone Securities (i.e. Dutch, French and Belgium Market)
* We deal with OTC trades.
* This involves capturing faxes received from the clients in the settlement system
* Handling the incorrect SWIFT instructions from the Repair Queue.
* Investigating the reason for Trade Failure and updating the same to the Clients.
* Supporting Lending functionalities like identifying the short positions for clients, borrowing, collateral management etc.
* Handling of client and counterparty queries.
* Identifying any system issues and escalating the same to the sending location via proper channel.
* Assist in Drafting/Reviewing of process KOP's and CMD’s.
* Training new recruits / internal staff on the process and assisting other team members within the team.
* Helping in testing of utilities built for creating efficiency in the team.
1. **SPECIALIZATION:**

Finance as major Specialization and Marketing as Dual specialization.

1. **EDUCATIONAL QUALIFICATION:**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Examination** | **School/College** | **Board/University** | **Year** | **Class** |
| MBA | Poornaprajna Institute of Management Udupi | Mangalore University, Mangalore. | 2009 | First |
| B.Com | ST Mary’s College | Mangalore University, Mangalore. | 2007 | Second |
| P.U.C | ST Mary’s College | Dept. of Pre-University Education. | 2004 | First |
| S.S.L.C | Don Bosco English Medium High School | Karnataka Secondary Education Examination Board. | 2002 | First |

1. **ADDITIONAL QULIFICATION:**
* **Advanced application in PC:**Fundamentals, MS-DOS, MS-Windows, MS-Word, MS-Excel, MS-PowerPoint, Tally and Internet.
1. **PROJECT:**

|  |  |
| --- | --- |
| **Bank :** | Axis Bank |
| **Place :** | Udupi |
| **Year :** | 2008-2009 |
| **Topic :** |  Deposits at Axis Bank. |

1. **OTHER ATTRIBUTES:**
* Capable to handlework independently.
* Self-disciplined& self-motivated.
* Ability to learn quickly anddevelop new ideas.
* Ability to getalongwell with people.
* Capable of handling volumes
1. **AWARDS:**
2. Won spot award in the month of June 2010for effectively handling ESES market activities for Euronext Settlements and also being a major contributor towards handling the allegement volumes in ESES.
3. Won spot award in the month of July 2011 for effectively transferring Spanish ES0126775032Dia Shares from Dutch to Spain and also ensured that all instructions were sent in time to the market and the same settled well before the deadline without any misses.
4. Won spot award in the month of April 2012 for effectively handling Mid Office process for around 6 months and in the month of April there was an issue with the Mid Office process where in there were feeds received from the exchange with Trader Name as DEFAULT. This resulted in wrong netting of trades in the Internal System due to which there was an increased volume in the Shape Issues process. On an average around 750 bookings have to made manually against a KPI of 140 bookings.
5. **PERSONAL DETAILS:**

|  |  |
| --- | --- |
| **Date of Birth :** | 04/01/1987 |
| **Age :** | 29 |
| **Sex :** | Female |
| **Marital Status :** | Married |
| **Religion :** | Christian |
| **Nationality :** | Indian |
| **Mother Tongue :** | Konkani |
| **LanguagesKnown :** | English, Hindi, Kannada |

**DECLARATION:**

I hereby declare that all the information mentioned above are true and correct to best of my knowledge.

**Yours truly (Glavina)**