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| **CURRICULUM VITAE** |  |

***Kiran***

***Email :*** [***kiran.***157997@2freemail.c***om***](mailto:kiran.157997@2freemail.com)

**Job profile:** Over 4 yrs experience in Banking back office operations like Bank reconciliations, Credit management, MISreports, Customer Service & Telesales. Adjusting corporate accounts and solving the client queries with end to end service in wholesale banking and also handling procurement process.

**Work Experience**

**Job Responsibilities (Customer Service & Accounts Assistant)**

* Handling daily transactions for the petty cash and ensure that reconciliations are completed.
* Preparation of monthly Bank Reconciliation statement.
* Processing payrolls of employees & procurement of administration needs.
* Maintaining Inventory records & Preparing monthly **Sales** **MIS** reports
* Preparing presentation of various tables and graphs.
* Maintain individual files for each vendor invoices, analyze and archive vendor statements.
* Working on **ZOHO CRM** App.
* Confer with customers by telephone to provide information about products and services, to take or enter orders, cancel accounts, or to obtain details of complaints.
* Supporting of selling of products and services, to both new and existing clients.
* Assigning daily job schedule to sales staff.

**04 years experience** in **Bank of America** continuum solutions -Hitech City, HYD - INDIA as an Senior Team Member since **November, 2007** **– October, 2011.**

Process: Global Client Services & Operations

Sub process: National Middle Office (Research & Resolution)

**Job Responsibilities (Wholesale Banking)**

* Research and Adjusting corporate accounts for Missing Items, Fee reversals, Encoding errors, Item posted Twice, Miss posted Items, Frauds, Cash and Coin Order Transactions etc.
* Posting correction entries Debit/Credit as per the case.
* Handling the Elite Corporate Clients’ accounts of the Bank of America.
* Processing of **WIRE payments** request.
* Quality checking of requests process by the team.
* Research on corporate account queries, transactions and providing with necessary advices and reports.
* Generating monthly MIS &TAT report and sending to respective officials.
* Contacting the Teller Services, Banking Centers, Cash Vaults, Processing Sites, and Automated Clearing Houses **(ACH)** to collect supporting documentation to make adjustment of funds.
* Monitor and regulate the work flow and Team capacity planning and work allocation/distribution through regular monitoring.

**Achievements at work**

* Awarded – Twice with Best Performance Certificate for maintaining quality, productivity and reducing-error rate at work.
* Awarded - Bank of America Spirit Gold Points—for commitment to excellence by demonstrating exceptional Performance in 2nd Quarter of 2008
* Awarded - Bank of America Spirit Platinum Points—for commitment to excellence by demonstrating Performance and behaviors that exceeded expectations exceptional in 4th Quarter of 2008

**02 years experience in** **POPULATION SERVICES INTERNATIONAL**, HYD - INDIA

as an **Assistant Communication Support** **(Jan 06 –Nov 07)**

**Job Responsibilities**

* Preparing monthly Cash flow Statements.
* Raising Purchase Orders to the supply vendors
* Reconciliation of bills with the payments and Invoices of vendors.
* Preparing vouchers with proper & detailed explanation.
* Checking Invoices and Reimbursements of Fortnight expenses and releasing payments.
* Follow-up on Daily Activity Reports of field staff.

**03 months experience** in ‘**GE-CAPITAL INTERNATIONAL SERVICES**’ Uppal, HYD - INDIA in ‘GECEEF’ process as an **Accounts Associate** on a contract basis through **Flexi One Workforce Solutions Pvt Ltd.**

**(May 05 –Aug 05)**

## Job Responsibilities (Account Reconciliation)

## Reconciliation of Bank Statements towards Cash Books of different Portfolios.

## Downloading of Ledger Balances from Sub-System on current date.

## Vouching the updations of Cheques, DD’s, TT’s and BO’s etc on to the main frame.

## Capturing the timing difference and ensuring the updation on the next working day.

## Validation of outstanding cheques on a daily basis.

## Follow-up for post dated cheques

## Taking business partners queries from UK end and proposing the solutions.

## Reporting to the business in scheduled timelines and ensuring the reconciliations are reconciled.

## Academic Qualifications:

Graduate in B.COM (Computers) from **Osmania University** (2002)

## Computer Skills

Advanced Level in MS-Office (Word, Excel and Power point)

## Personal Data

Marital Status **:** Single

Date of Birth **:** 28th Oct 1982

Language’s known **:** English, Hindi & Telugu

Nationality **:** Indian

Visa status **:** Employment Visa