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***Objective***: Seeking to move into the operation and administration side of Business, leveraging my experience gained from the finance and banking industry. To be part of a reputed organization; that will allow me to make a real and meaningful contribution.

**PROFESSIONAL SNAPSHOT**

**International Experience**

**National Bank of Abu Dhabi, Dubai**

***Sales Coordinator*** *March 2015 - Now*

***Handling sales support function for multi products (Liabilities, Credit cards, Personal Loans and Bancassurance).***

***Responsibilities***

* Processing new applications & analyzing the documents submitted by Sales executives.
* Coordinating with sales executives on cases (Corrections/Pending/ Disbursed).
* Maintaining Daily, Weekly & Monthly MIS reports for PAN UAE.

**Applications Knowledge**

* Filing/Record Keeping of Submissions.
* Preparing sales team's target lists as per Bank Standards.
* Updating Team Leaders for sales performance according to sales targets.
* Submission & Compilation of Approvals.
* Coordinating with the product team.
* Preparation of performance reports for team leaders, line manager and regional head.
* Client servicing (Arranging callbacks/Amendments or alterations/Check for Policy Lapse).

***Daily/Weekly/Monthly Reports***

* Agent & Team Wise Submission
* Target Vs. Achievement Report
* Product wise sales report

**Computer Proficiency**

* Branch/region wise performance report
* Monthly Incentive reports
* Branch Referral reports

**Royal Bank of Scotland (RBS), India**

***Banking Associate*** *May 2013-October 2014*

***Administered reconciliations for Nostro and Suspense accounts in the Ulster Reconciliations Department (Ulster is a subsidiary bank owned by RBS)***.

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**Credentials**

***Responsibilities:***

* Ensuring that all statements and ledgers have been imported into Intellimatch (SunGard).

**2010-2011: Kingston University, UK**

Master’s Diploma – Accounting and Finance.

**2007-2010: University of Wales Lampeter, UK**

BA(Honors) Business Management

**2007: CIRS , India**

High School Certified – 12th Grade

**2005: CIRS , India**

Secondary School Certified - 10th Grade

* Setting up new queries/groups in Intellimatch to facilitate reconciliation activity.
* Carrying out manual reconciliations based on the Query Matrix.
* Ensuring completion of all reconciliation activities within the specified deadline as per the agreed SLA.
* Handling manual and approved matching, department allocation and case tagging on Intellimatch.
* Preparing daily and weekly reports for the Business Heads; and sharing inputs for management reports with regard to outstanding entries, accounts that have crossed their agreed limits, entries that are outside ageing, entries that could possibly be a non receipt etc.
* Handling investigations through Intellitracs(Citrix).
* Assisting and resolving process related issues of team members.

**Life Insurance Corporation of India (LIC), India**

***Insurance Advisor*** *June 2012- May 2013*

***Acted as an intermediary between LIC and its clients in the capability of business development, claims placement and claims broker.*** ***IRDA (Insurance Regulatory and Development Authority), India licensee.***

**Other Notes**

**Lingual Proficiency**

English, Hindi, Tamil, Malayalam

**Date of Birth**

15th August 1988

**Interests**

Playing Football (state level player), Reading

***Responsibilities:***

* Up-selling to existing clients; marketing and acquiring new clients.
* Building and maintaining ongoing relationships with clients by scheduling and attending meetings, giving presentations and ultimately understanding the nature of clients' businesses or lives.
* Foreseeing clients' insurance needs, such as policy renewals or amendments.
* Advising clients on whether, when and how they need to make a claim on their policies.
* Administrative tasks such as dealing with paperwork, correspondence, keeping detailed records.
* Ensuring insurance premiums are collected and accounts are processed in order.
* Obtaining underwriter’s approval by completing application for coverage.
* Meeting sales deadlines set by the manager.
* Maintaining optimum customer satisfaction.