Catherine

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**Career Path**

An approachable and connected team playeris seeking a career change leading to a path towards retail, boutique sales and management along with administration.

A competent professional reaching 5 years of experience at HSBC (Commercial Banking, Fraud & Security and Wealth Operations), ongoing in the following areas:

**Asset Services (Wealth Management Ops)- Global Banking & Markets**

1. **Bermuda FOF & Reconciliations.**

Previously within HSBC:

1. **Commercial banking**
2. **Fraud and security risk management.**

**Last Role:**

HSBC HDPI, Kolkata, West Bengal as Process Associate (Wealth Services - Bermuda FOF & Reconciliation).

To provide administrative support within a team contributing to the performance of the Bermuda service area for FOF, Settlements and Reconciliations, and Corporate Actions ensuring all work is completed in a timely and accurate manner.

The role focuses on ensuring high service standards are maintained at all times, ensuring that processing is carried out within the event time frames.

**ATTRIBUTES:**

1. Approachable.
2. Administration.
3. Interactive.
4. Good communication skills.
5. Open and Connected.
6. Good communication (written and oral), organizational and interpersonal skills.
7. Positive and professional attitude and enthusiastic approach to working in a team with a willingness to take ownership and show initiative.
8. Customer focused.
9. Initiative, drive and flexibility.
10. Have a flexible approach to work.
11. Computer and technical skills.

**EXPERIENCE:**

**WIPRO BPO, Kolkata (April till September 2010)**

Position: Technical Support Executive –HP Process.

**HSBC Technology and Services – Service Delivery (September 2010 – July 2016)**

1. Position: Customer Support Executive –

**Fraud & Security Risk**and**CMB (Commercial Banking)**

Duties:

1. Credit Card in-bound calls.
2. In-bound calls for HSBC Net security device.
3. MRDC data mailing [Data Processing].
4. Closing of Business Credit Cards.
5. Position: Wealth Operations Executive – **Wealth Operations – Bermuda FOF & Reconciliations**

Duties:

1. Daily administrative duties of settlements, corporate actions and Recs involving effective processing of cash and stock positions to that of statements.
2. Prepare and reconcile records to internal and external sources.
3. Work on daily settlement trades and weekly and monthly recs.
4. Highlight any potential problems, risks as they arise either to the Team Leader/Subject Matter Expert, Manager or the Business Partner as required which will impact the business or its clients.
5. Forward ideas to management that will create new ways to approach event processing work in order to generate efficiencies or service improvements.
6. Assist in maintaining procedures as required.

**EDUCATION:**

1. ICSE from Frank Anthony Public School,2007
2. ISC from Frank Anthony Public School,2009
3. Graduation from IGNOUin B.A English,2014

**SOFT SKILLS:**

1. Team player - Adapt in leading a team as well as working under supervision.
2. Excellent communication skills – English, Hindi, Bengali.
3. Organized and methodical – MS Word, MS Excel, Power-Point.

**CO-CURRICULAR ACTIVITIES:**

1. Participated in floor decoration, cultural programs, dance competition, fashion shows.

**ACHIEVEMENTS:**

Amongst the top performers and recognized for quality.

**HOBBIES/ INTERESTS**

Listening to music

Dancing

Hanging out with friends

Watching television

Chatting with friends

Football, Carrom, Table Tennis, Badminton

**Date of Birth:** 19th September, 1987

I hereby affirm that the information furnished in this form is true and correct to my knowledge.