**Leena**



**Email:** [leena.311349@2freemail.com](mailto:leena.311349@2freemail.com)

**Profile Objective:** To work with a reputed, professional and progressive firm so as to pursue a motivating and challenging career by utilizing best of my professional and educational skills to strive hard for success of both organization and self. I am seeking a position in your organization where my skills can assist in the development and progress of the organization and myself.

**Strengths:**

* Excellent communication, presentation and as well as interpersonal skills.
* Capability to perform well under pressure.
* Ability to multi task, time management.
* Great team worker – adaptable and flexible.

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**Professional Experience:**

**RAK Bank**

**Credit Operation Representative ( April’2012 – Till Date)**

**Key responsibilities**

* Carry out all operational tasks, ensuring all activities are completed within time scales and with high degree of accuracy while adhering to Bank policies and process.
* Responsible for handling complex applications/transactions requiring domain knowledge and application including cross referencing and correlation of task/ data entry to arrive at the final outcome.
* Responsible for handling exceptions, investing the issue and responding to the source.
* Responsible for assisting in daily reports and verification and assisting in preparing periodical returns and completion of daily KCC within scheduled time.
* Determines the source of problems and work to resolve them. Quickly communicates and escalates issues to meet individual and/or department goals.
* Good knowledge of accounting and balancing principles and banking operations.
* Participating in training newer or more junior team member on technical and product knowledge.
* Assist in updating department policies and/or procedures.
* Ability to handle high volumes without compromising on accuracy in processing.
* Provides information & statistics for tracking and reporting key performance indicators including department volumes.
* Provide excellent customer service to both internal and external customers.
* Ensure bank and industry security standards are adhered to.
* Ensure periodic control checks are done and any discrepancy found to be highlighted.
* Ensure all day to day activities are in compliance with the requirements of Central Bank.
* Identify and recommend improvements to existing procedure and processes, suggest changes for improving controls and reducing cost without compromising on service quality.
* Be proactive in a wide range of customer enquiries and issues, resolving these or escalate as appropriate.
* Provide support to other team members as required to assist in smooth operation of the department.
* Perform other duties or tasks required or instructed by the officer/manager.

**IBM**

**HR Administrator: -HR- Human Resource-Internship ( Oct’10 – March 2012)**

**Key responsibilities**

* **Supporting On-boarding**
  + Assisting new joiners with the joining formalities
  + Conducting induction at the location
  + Ensuring the enrolments in employee database.
* **Coordinating with payroll**

**Emirates NBD**

**Coordinator- Corporate Customer Unit (Nov 2008 – April 10)**

**Key Responsibilities:**

* Co-ordinating various activities within the Corporate Banking Unit.
* Interacting with Corporate Clients / Walk-in-customers for operational issue.
* Worked on banking tools such as Branch Administration (B.A), Customer Relation Management (CRM), Swift Alliance and Finacle.
* Collecting and collating statistics reports to assist managers in improvising Customer Service.
* Actively participated in the merger of Emirates NBD (ENBD).

**System Expertise/Knowledge**

* FINACLE 10.2.6 – Infosys.
* RLS – Retail Lending System
* SWIFT Alliance
* Branch Administration (B.A).
* Customer Relation Management (CRM).
* HR Database.
* Travel Database.

**Educational Qualifications**

* **BBA, London City College** – Major in Finance (2011)
* Our Own English High School. (**12th pass Commerce Stream CBSE**.) (2007)
* Anti-Money Laundering Program (RAKBANK)

**Personal Details**

* Date of Birth: 25th July 1989
* Nationality: Indian
* Visa Status- Fathers Sponsorship
* Marital Status: Single
* Languages: English, Hindi.

References can be provided on Request.