 **INDIRA**

[**INDIRA.347106@2freemail.com**](mailto:INDIRA.347106@2freemail.com)

**Job Objective:** To join a company that offers me a stable and positive atmosphere and inspires me to enhance and therefore to innovate the work culture for the betterment of all parties concerned & to use my skills in the best possible way for achieving the company’s goals.

**PROFILE**

Over 6+ years of Financial Product experience in multinational work environment. Expertise in **Managing back end operations, Specialized in** **Determining and implementing the Customer Service Policies and procedures.** Proven track record in **MUTUAL Fund Industry** includes implementing & execution of new processes and thorough business understanding***.***

**PROFESSIONAL SUMMARY**

Experience with successfully managing all aspects of mutual funds services including sales forecast, sales targets, training staff; developing and managing the back end operations, establishing and monitoring productivity goals, leading team on IPO & Log In Day; Proven team player skills and an effective performer with strong analytical, communication, interpersonal and business talent; ability to manage people with varied backgrounds. Includes exposure in ERP like EISC, KARVY PORTAL & MARKIT

**CAREER SUMMARY**

June 2014 - TILL DATE **KARVY Stock Broking Ltd** BANGALORE

Current title: Assistant Manager

April 2013 - May 2014 **HDFC Mutual Funds**  BANGALORE

Client Service Officer

July 2010 - Sep 2011 **VALTOUCH** BANGALORE

Sales Co-ordinator /Administrator

**ORGANISATIONAL EXPERIENCE**

**Currently working as *Operations Assistant Manager with* KARVY Stock Broking Ltd**

*Company* : **KARVY Stock Broking Ltd**

*Designation* : **Assistant Manager**

*Duration* : June 2014 to till date.

Karvy’s financial services business is ranked among the top-5 in the country across its business segments. The Group services over 70 million individual investors in various capacities, and provides investor services to over 600 corporate houses, comprising the best of Corporate India.

**JOB PROFILE:**

* Improve customer service quality results by evaluating, and re-designing processes
* To achieve customer service objectives by contributing customer service information and recommendations to strategic plans and reviews
* Improve Back end Operations of Mutual Funds, FD’s, Bonds, IPO’s etc..
* Preparing Daily, Weekly, Monthly Reports of sales in Mutual Funds, FD’s, Bonds.
* Coordinating with Sales Executives, Regional Managers, CEP reports, Client queries.
* Managing & Coordinating with Sub brokers.
* Preparing Daily Retention & Transaction details to AMC in Time.
* Scrutiny of application, redemption, switches & KYC doc etc.
* Coordinating with client, Sub Brokers, RM regarding Daily rejection application.
* Ensuring the availability of hard copy of applications & distributing it to branches
* Managing Stationary
* Preparing Attendance Report for payroll
* Tracking sales executive Client visits
* Organising Meetings
* Coordinating claim for sales team
* Generating Sub broker Code
* Punching of day to day financial transaction in MARKIT
* Month end Distributor Report.
* Coordinating for commission Payments for distributors & Sub brokers
* Generating consolidated report of Regional Manager on weekly Basis.
* Manage the team to achieve qualitative and quantitative targets
* Investigating and solving customer problems, which may be complex.
* Managing complex model of distributors across Karnataka.
* Take ownership of customer’s issues and follow problems through to resolution.
* Meets customer service financial objectives by forecasting requirements; to meet sales target as per the organizational standards on monthly, quarterly and annual basis.
* Determines customer service requirements by maintaining contact with customers; Improve customer service experience.
* Sets a clear mission and deploy strategies focused towards the goals & initiating corrective actions
* Develop service procedures, policies and standards.
* Improving customer service procedures, policies and standards within department;
* Training staff to deliver a high standard of customer service;
* Determining system improvements; implementing change.
* Develops and maintain order management plans for key customers
* To develop processes to identify customer problems and resolve them expeditiously and efficiently
* To ensure team achieves the Time line during IPO

**ACHIEVEMENT:**

* Implemented a process change to improve customer service
* Outstanding performer award for year 2014-2015
* Promoted as Assistant Manager year 2014-2015
* Won 1st prize in cultural activities
* Managed Internship candidates

*Company* : **HDFC Mutual Funds, Bangalore.**

*Designation* : Client Service Officer

*Duration* : April 2013 to May 2014

**JOB PROFILE: WORKED as Client Service Officer**

* Responsible for Time stamping & Daily NAV Monitoring on notice board.
* Handling purchase, Redemption, Switch, SIP, STP,SWAP
* Managing Scan Count & handling Tele calls
* Resolving & Handling walk-in client’s issues, Distributors, Agents, Sub- brokers.
* Scheduling payment cheque pick up and application pick up
* Updating RUD’s remarks in EISC Software & courier Dispatch
* Revalidation of dividend and redemption cheque
* Creating & Uploading KYC & KYD Documentation in CVL,NDML, NSE KRA
* Updating rejection to concern client/Distributor
* Preparing CAMS Slot
* Preparing EOD
* Emailing high Value purchases & Switch to reporting Manager.
* Providing Statements for investors
* Tracking of Transactions
* Preparing High value Transaction Reporting.
* Handling complete Branch transaction on absence of senior executives on various occasions.
* Monitoring & Processing All Liquid funds transaction in house
* Managing petty cash & claims
* Handling CIMS like complaints, queries, revalidation ,Scheme information etc.., which mapped to our branch

**ACHIEVEMENT:**

* Won National Level SIP with zero rejection contest
* Handing over 100% Revalidation of redemption cheque

*Company*  : **VALTOUCH**

*Designation* : Sales Co-ordinator/Administrator

*Duration* : July2010 to Sep2011

**JOB PROFILE:**

* Responsible for complete office administrative activities.
* Follow up for Sales reporting weekly, daily sales log book & Monthly activities.
* Co-coordinating with consultancy to fill up vacancy.
* Responsible for banking activities.
* Handling petty cash, allowance & petrol expenses.
* Paying all bills like electric, mobile, land line broad band and closely monitoring sales executive bills and claims.
* Responsible for submitting VAT returns to CA monthly on time.
* Managing Attendance & salary.
* Managing vendors for stationary, water, ID cards, sales kit, occasionally with product purchase vendors.
* Handling Tele calls, Just dial, suleka, yellow pages lead tracking.

**PROFESSIONAL TRAININGS**

* ERP Tool MARKIT, EISC
* **NISM** Certified

**EDUCATION**

* **MBA** (HR & Marketing)from PSNA College of Engg, Dindigul Anna University (2007-2009)
* **BBA**  PVP College, Madurai Kamaraj University, Dindigul (2004 – 2007)
* **DOA** Diploma in Office Automation
* **HDCA** Honourable Diploma in Computer Application

**COMPUTER SKILLS**

*Operating System* **:** WindowsXP, Windows 7, Windows 10

*Tools* **:** Microsoft Office, Tally 6.2

**PERSONAL INFORMATION**

*Date of Birth* **:** 26January 1987

*Marital Status* **:** Married

*Visa Status* **:** Nil

*Interest & Hobbies* **:** Painting & Cooking.

Ready to join immediately, References can be provided upon request.