 **Felix**

Email: felix.357999@2freemail.com

Dubai - UAE

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| **Objective** |

To implement my personal, academic and professional skills in a challenging environment and to stay level headed with the latest technology in order to make the best of my career path and mutually grow along with the organization I belong.

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| **Skills &Experience** |

**Areas of expertise:** Customer service, Banking, AR cash applications

**Professional skill set:**

* Office 365
* SAP
* Email and Telephone etiquette
* Trade instructing & Trade Cancellation (Investment banking)
* FX booking (Investment banking)

**Personal skills:**

* Multitasking Ability
* Effective team worker
* Easily adoptable
* Positive &Friendly attitude in work
* Fluency in communication

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| **Academic Profile** |

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| Degree / class | Institution | Year |
| M.B.A ( Human resource Management) | Bharathiar UniversityCoimbatore | 2013 |
| B.COM | Bishop Appasamy Collage of Arts and ScienceCoimbaore | 2011 |
| HSLC | St Joseph’s Hr. Sec. SchoolOoty | 2007 |
| SSLC | St Joseph’s Hr. Sec. SchoolOoty | 2005 |

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| **Professional Experience** |

**Previous Organization**: VWR International LLC.

**Designation**: Accounts Receivable Cash Application Associate.Nov 2015 to Nov 2016

**Job Description:** AR Cash application is a process of applying the customer funds (VIA various means such as check, wire transfer, ACH transfers & Credit card) to the past due invoices as per the remittance details and maintaining each customer’s sub ledgers.

**Job Profile:**

* Responsible for credit collections on all accounts by contacting the customer by phone, e-mail and written correspondence.
* Coordinating to Off-load the product for DFS customers.
* Tracking and updating each progress of the customer’s sales order.
* Updating the Shipment data and obtain the job no for raising invoices to customer.
* Creating all the purchase order in the software.
* Assisting customers and business owners on various deputies related to closer activities.
* Managing the Operational and Organizational skills; understanding and addressing Customer request as per the defined Business Metrics and SLAs
* Completely handled end to end process in Cash Applications such as Credit Cards, Refunds, Adjustments, Check Application, Wire transfers, Netting
* Maintained 100% accuracy in calculating discounts, interest and commissions.
* Process and issue credit memo after research has been completed.
* Authorizing customer’s credit card for respective charges and maintaining the data secured.
* Facilitated successful internal and external audits through sound and thorough documentation.
* Composed effective accounting reports summarizing accounts receivable data.
* Posted receipts to appropriate general ledger accounts.
* Coded and entered checks each day into the in-house accounting software.
* Created daily and weekly cash reports for accounting management.

**Previous Organization:** Tata Consultancy Services (TCS), June 2011 toOct 2015.

**Client Handled:** CITI Bank – Custody OPS (Securities Front End)

**Recognitions Received In the Organisation:**

* Maintained 100% accuracy for a span of 4 years
* Achieved 100% SLA and TAT of the team and gained CSR score of (95.8).
* Received appreciation from the client for being an effective point of contact

**Job Description:** Custody Operations is a process where we perform the functions of trade initiation as per the instruction received from the client through various sources. It has two sub-processes namely Domestic & Global differentiated on the basis of Place of Settlements. We perform the initial stages of trade operations after which, it flows to Settlements, Reconciliation and Post settlements handled by other teams of Citi.

**Job Profile:**

* Interact with Client Service Officers through calls and emails regarding Client’s trade instructions and queries.
* Handling & resolving queries in Client Delivery Support in process.
* Handling Key Clients' Securities Transactions in US Market
* Execute Receive and Delivery Trades on behalf of Client to initiate trade.
* Handling Swift messages (type 540,541,542,543,592) and FAX instructions.
* Placing trade at correct time to avoid Trade Fails which may have financial impact.
* Adherence of maker checker concept.
* Analyzing and scrutinizing the errors in the trade instructions and resolve.
* Cancellations at the correct time to avoid wrong hit/duplications in the market.
* Setting Commercial papers as per the mail request.
* Processing the Cids report which involves Institutional shares.
* Checking and releasing trades hit in Ofac (Office of Foreign Assets Control) which is a part of AML.
* Performing regional MIS duties to manage day-to-day operations with the onsite team.
* Implements necessary steps to avoid Errors in Our Team.
* Assisting and Motivating team members.
* Training associates on the process as required.
* Sharing knowledge with other team members to ensure backup and continuity of business. Training process associates on the processes as required.
* Maintaining client and corporate records for audits as per client/TCS requirements. Adhere to compliance requirements. Attending compliance trainings.
* Monitoring productivity and quality on a daily basis and reviewing of the same on a weekly basis.
* Provides suggestions to the supervisor on process improvements that can be carried out. On signoff from supervisor, assists in process improvement initiatives.
* Handling team Documents like SOP, Process Improvement Plans and taking care of overall team responsibilities.
* Performing Regional MIS duties to manage day-to-day operations with the Onsite team.
* Implements necessary steps to avoid Errors in Our Team.
* Collecting the samples for RCSA(Risk Control Self Assessment) Audit.

**Awards & Achievements**

* “Star Performer” - Recognized for the month of SEP 2012 and 2014.
* “Pat on the Back awards” Received four times in 2013 for Team co-ordination and additional initiatives taken in the process.

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| **Personal Profile** |

Date of Birth: May 20, 1990

Gender: Male

Marital Status: Married

Nationality: Indian

Passport issue date: 30/12/2015

Passport expiry date: 29/12/2025

Languages known: English, Tamil, Telugu& Malayalam

Hobbies/Interests: Swimming, Bike riding, Reading, Music,Movie, Travelling

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| **Declaration** |

I hereby declare that all the information provided above is true to the best of my knowledge and belief, and I will render my loyal service by utilizing all my skills and efforts to my level best when provided an opportunity.

Place: Dubai [Felix. ]