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 Mrs. Greshma

Greshma.362494@2freemail.com

**Objective:**

Hard working and dedicated Sr Client servicing executive (4 years) and Recruitment Officer (6 months) seeking a senior position in the financial services industry focusing on operational management and process improvements.

**Canary Recruitment Services.**

(Nov 2006 to Dec 2006).

**Recruitment Officer**

Duties

* Responsible for core HR activities like recruitment & selection.
* Had built strong business relationships with the hiring managers
* Screening Job Portals and shortlisting Candidates for interviews based on position requirements.
* Identifying short and long term staffing needs
* Worked towards closing vacancies for Clients.
* Recruited for BPO / ITES industry for management and Sr. Management positions.
* Responsible for scheduling interviews of the candidates with Clients.
* Evaluate and work on Offer Negotiations till the closure stage for selected candidates.
* Manage on-boarding of new hires.
* Establish training plans with Quality Managers.
* Key point of contact for new hires.
* Address performance issues with review, analysis and improvement of department processes.
* Maintain documentation related to HR activities.

**UTI Bank**

(Dec 2004 to Nov 2006).

Sr. Banking Officer.

  Duties

• Acknowledge receipt of customer complaints with a reference number and

  resolution of the issues within specified turn around time.

  (medium: Telephony/Email/written/verbal)

• Investigate and resolve all routine and complex issues in English and native

  languages with Account specific information regarding recent cash / cheque

  transactions or bank charges appearing in bank statements.

• Sending requests to Process all reversals of fees and charges of cards, retail or

  commercial accounts.

• Assisting with location of ATMs or branches and their business hours for

  transactions.

• Giving a walkthrough in the usage of internet banking.

• Undergo regular banking training to ensure product knowledge is fully

  updated.

• Ensure satisfactory and accurate investigation is maintained by having

  minimum number of reopened cases.

• Ensure all account reversals as per account policy and authorization matrix.

• Undertake Internal Quality Audits conducted by the Management

  Representative as a part of Quarterly review.

• Undertake special projects and assignments as directed by Interact Manager /

  Assistant Manager.

**Achievements**

Appreciation mail from Customer to Operations Manager and Head of UTI Phone Banking Center.

**Reliance Infostreams**

(May 2003 to Dec 2004).

BPO in Banking Project

**(US CLIENT -- Sovereign Bank)**

**Banking Officer.**

Duties.

**•** Handle all incoming calls from US customers regarding account details.

• Send service requests to the Bank for –

  Dispatching new cheque books / new Debit card / new ATM pin / cancellation of cards in case of loss.

• Provide information regarding various bank charges.

• Enter and update new details in Bank Records.

• Research required information using knowledge base.

• Identify and escalate priority issues to Supervisors.

• Follow up customer calls where necessary.

• Document all call information according to standard operating procedures.

• Complete call logs for reports.

• Provide services in a clear, continuous and professional manner.

• Assist with location details on nearest branch / ATMs.

• Attend daily meetings with the Shift Supervisor to receive work directions, discussions and

  resolution of issues

• Regular contacts with the Team Leader and Quality staff to receive directions and feedback on the

  performance and adherence.

**Achievements**

Awarded for receiving Customer Compliments.

Awarded for Excellent Performance

Awarded for Average Speed of Answer and First Point resolution.

Awarded for Best Attendance.

**Academic Qualification**

Master of Arts in English Literature from University of Mumbai, India in 2002 with Second class.

Bachelor of Commerce Degree from Mumbai University, India in 1999 with pass class.

**Personal Details**

Date of Birth        :  22nd March, 1978.

Languages Known     :  English, Hindi, Malayalam, Tamil & Marathi.

Marital Status        :  Married.

VISA                         :  Husband’s VISA

Residence        :  902 World Trade Center, Khalifa street, Abu Dhabi.

Nationality        :  Indian