***Heena***

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**PROFESSIONAL SYNOPSIS:**

* A competent professional with almost 5 years 8 months of comprehensive experience in the area of accounting and banking as an US, UK, Ireland and Switzerland and Jakarta Cash management, Accounts Receivables and Payables.
* Strong communication, analytical, team building and relationship management skills.

**PROFESSIONAL EXPERIENCE:**

**Trafigura Global Services Pvt. Ltd. (TGS)**

**Switzerland and Jakarta – Cash Management, Payment Management.**

**June 2016 – January 2017**

**Designation - Treasury Analyst**

* Responsible for Oil payments, receipts management, Bank Reconciliation, Cash Management and Support functions like Demurrage payments, Swifts, Offsets, Intercompany transfers with 100% accuracy and efficiency.
* Increase coordination and communication with Domestic and Multi location International teams.
* Funding Corporate Trafigura accounts by Liaising with banks to provide competitive Loan rates and manage of Multiple Trafigura entities for USD or Multicurrency with precision.
* Deal with foreign currency payments, liaising with the FX department to ensure that all payments are made with the correct FX rates by the Team and traders.
* Part of the Multi teams Investigation group for inaccurate payment and trade, Recall and Amendment at any stage of payment and Trade settlement.
* Accountable to maintain multiple account balance, with proper Cash In and Cash out Forecast Reports.
* Create and read reports to ensure deadlines and payment cut offs are met with accuracy.

**Willis Tower Watson, Mumbai**

**US / UK Cashier & Treasurer – 2011 to April 2015**

**Ireland Cashier and Accounts Receivables - May 2015 to June 2017**

**Designation – Specialist**

**Job Profile:**

* Receiving and processing all incoming funds such as wire transfers, cheques including foreign currency payments, bank drafts (lockbox).
* Disbursing payments and intercompany payments made to the clients, claimants, underwriters etc. Daily disbursing electronic and cheque payments, etc. with 100 % accuracy with bank daily cut offs.
* Ensuring that the totals of inflow and outflow in bank report and totals posted in system tallies on daily basis.
* Requesting stop payment requests to banks and getting them placed before checks are cleared. Also recalling of bank transfer payments.
* Acquiring swift confirmations, federal confirmations on request by client/claimant of receipt of funds.
* Authorizing payments in Treasury payments system by verifying that required bank details are updated as per compliance requirements.
* Refunding cash back to the senders if the home for cash not found within stipulated period of time.
* Handling all cashiers and accounts receivables related queries from client teams or occasionally directly from clients. Querying to banks on various client queries either by phone, e-mail or written correspondence.
* Sending statements of accounts and chasers to clients and brokers every month with their current outstanding balance due and resolving the disputed policies to ensure payment is made with constant follow up as per the standards.
* Liaising with Premium financing companies and ensuring that loans are uploaded for client and informed on time.
* Getting pre-approval of existing and new clients for sales officer to achieve client.
* Preparing renewals reports and chase client for renewals with Premium financing option.
* Preparing reports of accounts whose balances were not settled having appropriate reasons of disputes and presenting to management every month.
* Ensuring policies and procedures are being adhered strictly as each countries compliance.

**Systems:** Eclipse, TMS, TPS, BMS, PPS, Mercury, Pluto and Intellimatch systems.

**Banks:** JP Morgan, Well Forgo, SunTrust, HSBC, RBS, Barclays, Bank of Ireland etc.

**Achievements:**

* Was recognized as the ‘Best Performer of the Month’ for the month of Dec 2011 for delivering consistent performance single handed for the new team and supporting during its transition without any errors.
* Have handled the US cashiering team for the period of 6 months single handled.
* Was **seconded to UK in July 2012** in order to look after the sinking cashiering process and was successful in streamlining the process by finding out the process gaps and stabilizing the process for successful transition.
* Team was awarded for excellent team work for year 2012 in Feb 2013.
* Was again spot awarded in Feb 2013 for bringing variation in process and saving 160 hrs on monthly basis thus reducing 1.50 head count in team.
* Was spot awarded in July 2013 for getting (2011 & 2012) old legacy cash on accounts cleared.
* **Seconded to Ireland on June 2015** for getting process to Mumbai office.
* Currently managing team of 6 for Ireland process.
* **Seconded to Ireland in February 2016** for getting additional process to Mumbai office.
* **Promoted as a Specialist in 2016**.
* Learned the process along with on job training and became a leading role or process activities in Trafigura within 2 weeks.

**INITIATIVES:**

* Assisted in streamlining the process (transition) by bringing up new process controls and implementation most automated ways removing manual efforts required.
* Have helped management in reducing the head count of 1.50 FT by making most activities automated in US cashiering.
* Mentoring and helping in making the learning curve steeper of the new recruits as well as the associates transferred to the team.
* Aware of ledger keeping responsibilities and activities too as was trained for that role earlier.
* Successfully transitioned Willis Ireland process to Willis Mumbai.

**INTERESTS:**

* Dance and Music- Have actively taken part in various dance competitions as a participant and a choreographer at various levels.
* Being a True Team Player and Leading a team, as and when given an opportunity. Have been an active team member for putting together Dimensions, Kelkar College’s Annual College Fest.

**ACADEMIC QUALIFICATION:**

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| --- | --- | --- |
| March 2006 | Secondary School Certificate  St. Mary’s Convent High School. | 58.00% |
| March 2008 | Higher Secondary Certificate  KET’s V.G. Vaze College (Kelkar) | 72.00% |
| March 2011 | Third Year B. Com (Accounting and Finance)  KET’s V.G. Vaze College (Kelkar) | 75.00% |

**PERSONAL DETAILS:**

Date of Birth 28th May, 1990

Marital Status Married

Place / Location Dubai

Travel No travel Constraints. Can travel (Domestic and Overseas)

Passport Yes