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| **Curriculum Vitae****Personal information**Name Address Telephone E-mail(s)Nationality Date of birth**Work experience**Dates**Employer Designation**Main activities and responsibilitiesAchievements | **Deepa** Deepa.368506@2freemail.com 08 April 198101 February 2010 to 30 September 2016**The Royal Bank of Scotland Plc, Dubai****Client Administration Officer-Corporate Banking*** Manage all transactional account handling documents for local, regional, inbound and outbound global deals.
* Co-ordinate local and regional Cash Management deals ensuring required documents are completed within a reasonable time.
* Ensure completion and correctness of all Legal & Supporting documentation for execution of account opening and KYC/CDD of new clients.
* Establish close working relationships with Group Due Diligence Management, Legal and Compliance Departments to ensure that the bank is not exposed to any litigation.
* Work closely with the relationship bankers and contribute positively to the deal process ensuring that the appropriate documentation/contracts are made available promptly to the clients in the very first instance.
* Liaise with the clients to provide all the KYC related documents to complete the CDD/KYC of the new clients and the existing clients within the agreed timelines.
* Executing Transaction Banking related documents, specifically Electronic Banking documents and agreements and other product documents as required.
* Maintain and track all requests providing status updates regarding the documentation process to the appropriate stakeholders in the implementation process.
* Preparation of monthly MIS to regional management.
* Identification and escalation of internal areas for process improvement.
* Supported all corporate clients for any changes in the account operating mandate, restructurings and ownership change.
* Ensure that there is a seamless process undertaken in the handover of deals from Sales to Client Service.
* Identify potential sales and service opportunities and communicate these opportunities to Relationship Management and Sales.
* Creating cash pool documentation and structure for cash management deals.
* Supporting all RM’s in their new client take on and periodic review for new clients.
* Conducting training sessions on UAE account opening prerequisites for colleagues in the RBS network.
* Supported to exit all corporate clients during the wind down process.
* Analyzed and acknowledged the key account openings concerns and feedbacks from client, addressed to the appropriate internal stakeholders for process enhancement and revamped the account opening documentation requirements.
* Executed documentation of a pre-eminent hospitality group in their complex organizational restructures and received appreciation and recognition from client and the relationship bankers.
* Completed the project Triton ensuring that the KYC/CDD documents of high risk clients were requested from clients and complied to provide to KYC team.
* Received the Service Excellence Award in 2012 for successfully managing and completing a project for regularizing documentation for 100 corporate clients.
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| Dates**Employer Designation**Main activities and responsibilitiesDates**Employer Designation**Main activities and responsibilitiesDates **Employer Designation**Main activities and responsibilitiesDates **Employer Designation**Main activities and responsibilities**Educational Qualification**Dates **Title of qualification awarded** Principal subjects / occupational skillscovered Name of the educational institution | 01 January 2007 - 30 June 2007**ABN AMRO Bank, Dubai****Client Service Account Manager(CSAM)- Corporate Banking*** Clients' primary point of contact -manage all aspects of customer relationships and services for an assigned portfolio of high profile clients.
* Responsible for managing client relationships to ensure retention and growth.
* Execute timely responses to client requests including issue management and product enhancements.
* Make recommendation on internal tools to acquire efficiency in client program maintenance.
* Provide ideas and feedback about how to improve the products and services for our customers.

06 June 2004 – 31 December 2006**ABN AMRO Bank, Dubai****Client Service Representative(CSR) –Corporate Banking*** Responsible for quick and satisfactory resolution for all transaction related queries.
* Provide efficient electronic banking products to meet the cash management needs of corporate clients.
* Provide first line support for the product “Bank Station” of ABN AMRO.

-Overall assistance rendered to all the corporate clients of ABN AMRO in both cash and trade related queries.* Update the CSE and CIR tracking system for all queries.

-Gauge the overall client satisfaction with the assistance of TRI\*M survey.* Identify cross selling opportunities and communicate to the relevant Sales RM.
* Provide support to various departments like payments, assets & liabilities, branches etc .
* Offer Global Support by handling enquiries through Client Intelligence Repository.
* Prepare compliance reports on monthly basis.
* Investigate and solve discrepancies addressed to the Client Service Group.

02 February 2004 – 03 June 2004**Al-Futtaim (SANYO Division), Dubai Administrative Assistant*** Co-ordinate with the business partners on delivery schedules and product availability.
* Create purchase orders and customize purchase documents.
* Maintain stock & sales report.
* Prepare sales report on daily basics.

01October 2003 – 30 December 2003 **Nest Cyber Campus, India Software Trainee**-Assist in software application development and design.01 August 1999 – 24 May 2003**Bachelor of Engineering in Information Technology**Install, maintain and manage computer systems, network and application. Jeyamatha Engineering College, Tamil Nadu, India. |
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**Personal skills and competences**

Languages known English, Malayalam, Hindi

Social skills and competences - Charismatic Personality with positive attitude.

* Resourceful team player who excels at building trusting relationship with customers and colleagues.
* Highly analytical thinking with demonstrated talent for identifying, scrutinizing, improving, and streamlining complex work processes.
* Proven communication skills with unsurpassed interpersonal skills.

Organisational skills and competences - Training and Development – Leadership – Planning, Organizing, Co-ordinating, Controlling and

Evaluating.

Professional Skills -Strong computer skills (MS OFFICE).

- Excellent written, numerical, analytical and communication skills.

-Ability to work both independently and within a pro-active, positive team environment and adapt to different situations.

-Execute all entrusted tasks with precision, honesty and willing to shoulder responsibility.

-Ability to manage work flows, determine priorities and think strategically.

Driving licence(s) Yes