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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 responsibilities  Achievements | **Deepa**    [Deepa.368506@2freemail.com](mailto:Deepa.368506@2freemail.com)  08 April 1981  01 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 responsibilities  Dates  **Employer Designation**  Main activities and responsibilities  Dates **Employer Designation**  Main activities and responsibilities  Dates **Employer Designation**  Main activities and responsibilities  **Educational Qualification**  Dates **Title of qualification awarded** Principal subjects / occupational skills  covered 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