**SHAHIN**

Email: [shahin.368928@2freemail.com](mailto:shahin.368928@2freemail.com)

**PERSONAL STATEMENT**

Energetic and highly empowered Manager with professional exposure of over 15 years in steering multifunctional domains, specialized skills in Banking Operations, Customer Management, Audit & Compliance Procedures, Process Re-engineering Projects, Project Coordination, Risk Management, Administration, Quality Assurance, Administration and Team management.

**PROFILE**

* Expertise in managing process verticals in implementing process improvements and quality initiatives for desired performance levels. Highly skilled in conducting internal process reviews for ensuring strict adherence to the process parameters/systems as per defined guidelines.
* Proven ability of planning and implementing the systems, policies & procedures to initiate and control operations, projected towards organizational goals to maximize productivity.
* Motivated and goal driven team leader with strong work ethics, continuously striving for improvement with excellent Administrative aptitude and the commitment to offer quality work.

**TECHNICAL SKILLS**

* Microsoft Word
* Microsoft Excel
* Microsoft PowerPoint
* Outlook

**EDUCATION / CERTIFICATE**

* Option Trader program certification from Derivative Trading Academy – November 2016
* MBA in Banking, from Sikkim Manipal University, August 2012 – August 2014
* B.Com, from University of Mumbai, (June 1995 – April 2000)
* NSDL’S Certification in Depository Operation (NCDO), September 2013

WORK EXPERIENCE

ICICI BANK, MUMBAI, Back-Office Operations Manager, April 2008 to September 2016

* Provided guidance and advice to the operations users and managers on all KYC policies, procedures, and other process and guidelines related queries.
* Participated as a key stakeholder in the delivery of new processes / improvement in existing process and automation in coordination with Business, Compliance, Technology and other groups.
* Ensured timely implementation of gaps identified in RCSA (Risk Control Self Assessment) control testing, internal / external audit points together with any issues raised by external regulator
* Documented identified key risks and controls in the retail liabilities operations processes taking into account operations risk considerations.
* Surprise onsite visit in operations location to check process adherence.
* Improved customer service through rejection analysis
* Handled internal and external audits for liabilities product processes and also closure of queries / observation raised by auditors
* Ensured 5S adherence and maintenance of all files and folders of KYC, regulatory guidelines, enforcement authority letter, audit and compliance.
* Project coordinator for various operations projects.
* Follow-up with the stake holders on the ongoing project for status update.
* Arranged meetings of seniors with the stake holders on the ongoing projects, process, compliance, audit and MIS reporting and ensured all the documents are ready and arranged in order for discussion.
* Key achievement:
  + Awarded first place in Six Sigma project on reduction in rejections
  + KRA documents scanned image base processing
  + Internal audit scored seven star rating for Central Processing Centre
  + Reduction in manual processing time
  + Go Green – Image based processing of account servicing request
  + Arrangement done for Live Business Continuity Planning (BCP) for demat servicing unit in Mumbai.
  + Booked 5 millions (USD) in P&L on Long term FC borrowings prepayment and closure
  + Digitized foreign currencies (FC) borrowing documents (50 years old) and arranged all the papers and filed them in the store with proper indexing

**RELIANCE BPO, NAVI MUMBAI, Quality Monitoring Executive (QME) March 2005 – April 2008**

* Live and recorded calls evaluation of west zone (Mumbai, Maharashtra and Gujarat) region.
* Conducted briefing & calibration for Team leaders & Customer Service Representatives (CSR’s) for bringing quality & operations on same platform.
* Improved customer satisfactions from 30% to 70% through C-sat Analysis, C-sat improvement project and dissatisfied customer experience study.
* Trained Customer Service Representatives on telecom product and communication skills.
* Reduced Instrumental errors from 9% to 2.5% and Improved AHT (Average Handled Time) and MAFI (Major Area for Improvement).

**RELIANCE BPO, NAVI MUMBAI, Quality Customer Interaction Executive (CIE) April 2003 – February 2005**

* Handled Inquiries & Complaint calls of Billing, Network & Activation calls for Reliance Mobile, Landline & Prepaid products.
* Team calls evaluation and feedback on calls
* Handled escalated calls

**WHIRLPOOL OF INDIA LTD., MUMBAI, Dealer Lead Executive, Feb 2001 – Mar 2003**

* Interacted with the Mumbai region dealers regarding demo & complaints, checked the complaint status with Service Partner
* Handled incoming calls of unsatisfied customers
* Analyzed report of dealers & customers pending complaint
* Project Leader for Coke & Pepsi vici cooler and handled Mumbai region major complaints
* Update General Manager regarding Mumbai region customer support

**COMTECH TECHNOLOGIES PVT. LTD., (for EUREKA FORBES PVT. LTD.), MUMBAI, Customer Support Executive, July 2000 – November 2000**

* Handled incoming inquiries & complaint calls.
* Retrieve calls from Interactive Voice Response (IVR) and record the customer’s inquiries and complaints in the system.

**PERSONAL VITAE**

* Date of Birth: 17th February, 1980
* Language Known: English, Hindi and Urdu
* Marital Status: Unmarried