**Sonali**

**Email:** [**sonali.382836@2freemail.com**](mailto:sonali.382836@2freemail.com)

**Work Experience**

**RAK Bank: Investment Operations (Jan 2015- Present day) /  
Wealth Management (Sept 2008 – Oct 2010)**

* Monitoring and updating of Prices of Various Funds
* Transaction processing for Investment and Banc Assurance Deals
* Managing Help Desk to provide assistance to internal / external customers
* Preparing report with Market Values & leverage given in various funds to other departments
* Assisted the manager in various banking projects by doing Testing.
* Handling customer queries for wealth management customers
* Analyzing and improving banking processes to smoothly manage the wealth management desk.

**Billabong High School: Admission Officer (Aug 2012- Sept.2014)**

* Handling the admission process end to end.
  + Accepting admission forms for new students.
  + Interviewing and profiling the family and the student.
  + Completing the admission formalities.
  + Ensuring the class, house, general registration number, etc is allocated to the new student
  + Preparing reports for New admissions.
* Managing and maintain the School student database.
* Issuing of id cards for all students.
* Preparing the leaving certificate
* Following up with the outstanding fee from the parents.
* Releasing of school circulars via email.
* Following up with the enquiries received from Just Dial

**IndusInd Bank: Customer Service Officer (May 2011 – June 2012)**

* Worked in the branch as a relationship manager for personal banking customers.
* Handled customer enquiries in front end and back end.
* Cross- selling of products like Mutual Fund, Insurance, Trading account, etc offered by the bank

**WNS Global Services   
GAB Robins North America, Inc): Team Leader ( Nov 2005 – Aug 2008)**

* Managing a team of 50 account analysts towards increasing sales of the organisation.
* Assisted in the movement of the process from US to India
* Understanding customer’s issues/ complains and resolving the same.
* Help in increasing the collection of the outstanding bills.
* Daily and weekly Reports/ MIS to higher management.

**HDFC Bank : Personal Banker/ Supervisor( May 2003 – Nov 2005)**

* Managed a team of 25 agents to increase sales & provide the best services.
* Handling customer enquiries in front end and back end.
* Cross- selling of products like Mutual Fund, Insurance, Trading account, etc offered by the bank
* Portfolio managing for significant clients of the bank.

**Education Qualifications**

* *S.S.C* (First Class)  - Mumbai University  - 1995
* Diploma in Digital Electronics (First Class)  - Mumbai Technical University - 1999

**Professional Qualifications**

* Microsoft Windows 95 (Certificate of Merit)    - 1996   
  Indo European Computer Institute, Mumbai
* E-Prodigy - a web designing course (Certificate of Merit)   - 1998   
  ZAP Institute of Computers, Mumbai
* Omega: Maya software (Certificate of Merit)   -2002   
  Maya Entertainment Limited, Mumbai
* Certificate Course in Introduction to Property & Liability Insurance & Underwriting -2007