**Gulfjobseeker.com CV No:** **106788**

**Mobile +**971505905010 / +971504753686

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**Professional Experience:**

**13 yearsof experience of delivering Customer Sales and Services and Handling Operation Team in Banking& Finance and Accounting.**

**Senior Accounts Manager July-2012 to Dec-2014**

**Vishalakshi Enterprise, Ahmedabad**

* Assists in the development and implementationof goals, policies, priorities, and procedures

relating to financial management,budget, accounting, and/or payroll.

* Supervises and participates in the preparation of various financial statements and reports. Directs the installation and maintenance of accounting records to show receipts and expenditures.
* Directs the maintenance of general and subsidiary ledgers, accounts receivable, revenue distribution, depreciation, cost, property, and operating expenses, and insurance records. Directs and participates in cost analyses and rate studies.
* Handling Accounts Receivable of around 400 customers.
* Handling Account Payableof around 250 customers.
* Establishes system controls for new financial systems and develops procedures to improve existing systems.
* Direct internal audits involving review of accounting and administrativecontrols.
* Prepare statements and reports of estimated future costs and revenues. Coordinates preparation of external audit materials and external financial Reports.
* Preparation of various management reports including Balance Sheet on a monthly basis meeting the deadlines.
* Analytical review of various ledgers to ensure that variances are reasonable and errors if any are remediated.
* Coordinating with auditors and preparation of audit schedules.
* Follow up with department/divisions regarding issues related to financial and accounting practices, agreements and procedures.
* Coordinate with IT department to make changes / improvements in the system to ensure proper control and avoid manual accounting.
* Helps in accounts payables and accounts receivable, and general ledger accounting with the senior accountants.
* Support weekly and monthly financial closing activities and ensuring deadlines are met with compliance to all statutory requirements.

**Relationship Manager – Preferred CustomerNov-2011 toJune-2012**

**HDFC Bank Ltd., Ahmedabad.**

* Handling Portfolio of around 600 million and spread around 200 wealth customers.
* Handling and giving Priority Service to the Preferred Customer, Mobilizing CASA,

Generatingand Cross selling of all third party investments products.

* Carrying Branch Targets of all Liability and Assets product through in bound sales channel.
* Responsible for Branch fee income achievements.
* Ensuring strict adherence to compliance, audit and regulatory requirements and sales process of the Bank.
* Meeting and exceeding service level parameters for all services & processes
* Handling Front Desk Operations As Customer Service Manager
* Customer complains management and ensuring resolution of all complaints within TAT.
* Responsible for the AML & KYC compliance of the various account opening forms submitted to CPC.

**Customer Sales &Service Manager –Wealth Customers July-2006 to Nov-2011 ICICI Bank Ltd., Ahmedabad**

* Handling Portfolio of around 400 million and spread around 150 wealth customers.
* Handling and giving Priority Service to the Wealth Customer and generating

AndCross selling of all third party investments products

* Mobilizing CASA through on boarding exercise.
* Responsible for management of day to day operations of the branch and customer service
* Ensuring strict adherence to compliance, audit and regulatory requirements.
* Branch Lobby and customer Queue management.
* Managing cash (including FX and TCs) at the branch and ensuring that cash (including FX and TCs) is withinBank branch limit.
* Ensuring custodians for keys and deliverables are as per custodian grid of the Bank
* Vault key replacement as per defined frequency and custodian/ signatory list of the branch are updated.
* Check End of Day (EOD) and Beginning of the day (BOD) vouchers and reports.
* Record maintenance and filing (Registers / Vouchers / Stub Copies).
* Customer complains management and ensuring resolution of all complaints within TAT.
* Daily huddle to discuss processes for keeping service staff and ROs updated
* Branch Operation Manager acts as back up Branch manager (BM) in the absence of BM.
* Liaison with external vendors like home banking, courier etc for timely and flawless service fulfillment.
* Handling general banking operations, cash management services & maintaining the MIS
* Fully conversant with the banking procedures and audit compliances
* Handled various desks in retail banking like Query Desk, DematOperations,Forex Operations, Cash Handlingand Wealth Customer.
* Giving Training to Internal Staff for Banking related process and services.

**Accounts Executive Nov 2001 to July 2006**

**Advanced Enzyme Technologies Ltd.**

**Mumbai**

* Handling the petty cash,DebtorsCollections and Creditors Payment
* Day to Day Banking Transaction and coordination with Bank
* Making Sales& Purchase Bill,
* Helping in Account Finalizations and Audit

**Achievements and Certificates**

* Certificate of Excellence in recognition and appreciation of exemplary vigilance displayed and on becoming a member of the “Eagle Eye Club of the ICICI Bank”.
* Certificate for outstanding performance in the Branch Banking “Branch Project Dashboard” in the ICICI Bank.
* Certificate awarded for “NCA Accounts in top Branch Team” in the ICICI Bank.
* Certificate awarded for being “RBH champ for CASA Generation” in ICICI Bank.

**Educational Qualifications:**

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| --- | --- | --- | --- |
| **Examination** | **Institution** | **Year** | Performance |
| PGDBA (Finance) MBA | SCDL Pune | Nov-2013 | Second Class |
| M.Com | Mumbai University | May-2001 | First Class |
| P.G.D.F.M. | Mumbai University | May-2001 | First Class |
| B.Com | Mumbai University | May-1999 | First Class |

**LANGUAGES KNOWN:**

English, Hindi, Gujarati and Marathi

**COMPUTER PROFICIENCY:**

MS Office – Word, Excel & Power Point, Tally,BSS, Finacle and Finware.

**STRENGTHS:**

* Dynamic and productive under pressure
* Methodical and organizational in approach
* Adaptive to changing work environment
* Willing to take additional tasks with an increasing responsibility
* Ability to LEAD team and motivate team members.
* Result oriented and the ability to meet deadlines
* Art of Living Teacher since 2005

**Personal Profile:**

* Date of Birth : 05th June, 1979
* Sex : Male
* Marital Status : Married
* Nationality : Indian

**Declaration:**

I hereby declare that the above mentioned information is correct up to my knowledge and I bear the responsibility for the correctness of the above mentioned particulars*.*