**First Name of Application CV No 1646796**

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A well-presented, industrious and highly personable individual who has extensive in-depth experience of the entire banking industry. Possessing a huge range of abilities from providing support and leadership to junior staff right through to being able to successfully sell the money, credit and products of a bank. Able to gain the trust of customers by interacting with people from all backgrounds. Also having a proven record of contributing to the profitability of previous employers by generating income and revenue growth. I am now looking forward to making a significant contribution to a financial institution that offers a genuine opportunity for progression.

**Work Experience**

## JP Morgan Chase, Mumbai, India.

December 2004 to December 2015

* Designated as Team Manager, leading a team of 19 risk operation analyst fighting financial crime from April 2012 until December 2015.
* Create an environment oriented to trust, open communication, creative thinking, and cohesive team effort,
* Provide the team with a vision of the project objectives,
* Motivate and inspire team members,
* Lead by setting a good example (role model) - behavior consistent with words,
* Coach and help develop team members; help resolve dysfunctional behavior,
* Facilitate problem solving and collaboration,
* Ensure discussions and decisions lead toward closure,
* Maintain healthy group dynamics,
* Coordinate the review, presentation and release of design layouts, drawings, analysis and other documentation,
* Completed Suspicious Activity Reports (SAR) as required by the Bank Secrecy Act,
* Evaluated wire transfers and other payments for potential fraud, money laundering, patterns and inconsistencies,
* Review, research and make determination of suspicion on items and transactions identified according to the Bank Secrecy Act (BSA) via AML automated alerts or manually received reports and referrals,
* Understand and stay current on the Red Flags and industry trends related to AML,
* Conduct background investigations as required,
* Supplied proof that False Positives were proven to be correct and updated Atomize,
* Researched client information via Google and LexisNexis,
* Submitting PEP's to compliance, after been identified to be added on SDN list,
* Reviewing and updating KYC files with missing and updated information to satisfy compliance requirements,
* Contacting Relationship Manager, for further information when EDD is conducted.

**Work Experience**

## JP Morgan Chase, Mumbai, India.

December 2004 to December 2015

* Designated as Office Manager, leading a team of 7 coordinators handling all administration related responsibilities for the site from September 2006 until April 2012,
* Assist Operations with Travel Plans,
* Calendar Management for senior management,
* Monitor, control and manage business operations to meet customer expectations and company goals,
* Liaise between vendors and management to ensure smooth operations delivery,
* Coordinate and manage project tasks to ensure project delivery within allotted budget and timelines,
* Ensure compliance with company standards and procedures,
* Build and maintain strong customer relationship through regular meetings and communications,
* Evaluate current operational performance and provide strategic plan for improvements,
* Provide direction and guidance to internal teams to achieve performance targets,
* Identify problems in operations process and resolve them in quickly and timely manner,
* Analysed contracts to ensure contract and invoicing are in compliance with appropriate guidelines, and regulations,
* Identified any issues that may affect billing and determined the proper course of action,
* Followed up with internal and external personnel regarding outstanding issues,
* Completed monthly reconciliation analysis to report income projections to management,
* Performed general administrative duties including filing, photocopying, typing and maintaining databases,
* Conducted research into market price of electronic parts and projected future production costs,
* Efficiently prepared and maintained proper distribution of parts to ensure timely production,
* Developed and implemented streamlined production procedures in collaboration with production and engineering teams, increasing efficiency by 12%,
* Upgraded manual parts directory to comprehensive Excel database, improving inventory management and reporting accuracy.

## JP Morgan Chase, Mumbai, India.

December 2004 to December 2015

* Designated as Customer Service Executive form December 2004 until September 2006,
* Attract potential customers by answering product and service questions; suggesting information about other products and services,
* Maintain customer records by updating account information,
* Resolve product or service problems by clarifying the customer's complaint; determining the cause of the problem; selecting and explaining the best solution to solve the problem; expediting correction or adjustment; following up to ensure resolution,
* Maintain financial accounts by processing customer adjustments,
* Recommend potential products or services to management by collecting customer information and analysing customer needs,
* Prepare product or service reports by collecting and analysing customer information.

**Education**

## ST Dominic Savio High School, Mumbai, India

##  Higher Secondary

## Fr Agnel Technical Institute, Mumbai, India

##  Licentiate in Electronics and Radio Servicing

* Eastern Institute for Integrated Learning in Management, Mumbai, India

##  Bachelor of Commerce

**KEY COMPETENCIES AND SKILLS**

Business mergers and acquisitions
Customer satisfaction
Financial reporting
Business processes
Data processing
Solution implementation
Portfolio management
Interpersonal Skills
Adaptability

Leadership Skills

Research

Effective Communicator

Report writing
Decision making
Math skills
Business administration
Asset and liability management
Online banking