 **CURRICULUM VITAE – ALOMA KAPADIA**

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CV NO: 1848834

**CAREER OBJECTIVE**

To build a career with a leading organization, with commitment and dedication, while contributing skills and

knowledge acquired to the growth of my workplace.

**WORK EXPERIENCE**

**Organization** – GEOJIT BNP Paribas Financial Services Ltd, Mumbai

**Duration –** 16th October 2014 till 31st August 2016

**Designation – Junior Executive - Equity Dealer**

**Profile:**

• Dealers play a link between the customers and stock exchange.

• They are responsible for placing orders in the stock exchange terminals.

• Essential duties and responsibility of a dealer are Customer profiling, Revenue generation and Activation of

inactive clients.

• Increase volume and revenue by proper guidance to customers so as to increase their maximum

participation

• Cross selling other Products

• Client interaction by having regular meetings with clients for maintaining relations.

• Getting references from existing clients to acquire new clients.

• Updating clients on market, company’s research reports, new IPOs, etc.

• Proper confirmation for trades to clients on daily basis.

• Risk management

• Group discussions & up-gradation of market information, research reports

**Designation- Business Support Executive**

**Profile:**

• Marketing - Identify and mobilize customers fund to the company (Investors & Investees)

• Account opening

• Respond to E- mails, Telephone calls and Walk-in clients

• CRM- Coordinate and manage all customer’s relationships in the branch efficient management of all

company clients.

• Follow through Registrar

• Inputting, Updating and management of customer databank records for branch office

• Collate and resolve customer complaints and queries

• Submission and collection / follow- up of sign forms, redemption

• Efficiently manage the feedback and communicate with clients

• Upkeep of register and files and Client notifications

**Organization –**Serco BPO Private Ltd, Mumbai

**Duration–**23rdSeptember 2013 to 31st July 2014

**Designation - Senior Customer Service Executive**

**Profile:**

* Provide Customers with relevant UL train times and fares.
* Handling Distress Customer calls.
* In co-ordination with UK transport, help stranded customers with alternate means of transport.
* Maintaining Team’s Quality score.
* Taking help point calls for emergency and incident reporting.

**Educational Qualification**

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| --- | --- | --- |
| **2nd class** | **Masters (Part 1), University of Mumbai** (correspondence) | **2015-2016** |
| **67.33%** | **M.M.K College, University of Mumbai** B Com,  Bachelor of Commerce with a specialization in Accounting | **2012-2013** |
| **74.50%** | **M.M.K College, Mumbai** Higher Secondary School  Certificate in Commerce (HSC) | **2009-2010** |
| **70.00%** | **Duruelo Convent High School, Bandra**, Mumbai  Secondary School Certificate (SSC) | **2008** |

**CERTIFICATIONS**

• Securities Operations and Risk Management Certification Examination from NISM

• Depository Operations Certification Examination from NISM

• Mutual Fund Distributors Certification Examination from NISM

• Financial Advisory Certificate Examination

**KEY SKILLS & STRENGHTS**

• Comfortable working with Microsoft applications e.g. (word, excel, power point)

• Good Interpersonal Skills

• Ability to develop, propose and implement strategies and plans

• Good in communication skills

**ACHIEVEMENTS**

* Represented the **State Hockey Team and District Hockey Team**
* Won Multiple Awards for hockey such as 14th N.M.D.C Nehru Junior Girls Tournament, Bombay Women's Hockey Association and 18th Junior Girls National Championship.

**PERSONAL DETAILS**

**Date of Birth : 30th June, 1992**

**Languages : English, Hindi and Marathi**

**Marital status : Single**

**DECLARATION**

I hereby declare that the above mentioned information is true to the best of my knowledge and belief.

Place: Date: