Nelson

Visit Visa valid till 10-Nov-2018

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**Qualifications**

* Qualified banking professional with Bachelor’s degree in Commerce with 7 years of work experience in various departments of banking from Credit cards (on calls), Operations, Sales, Investment banking to Customer service.
* Experience of project management, performance evaluation, auditing, reporting and team handling
* Adequate knowledge of MS Excel to maintain and publish reports

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**Professional Experience**

### BNY Mellon international operations (India)

### CS Business practices OE-KYC, June 2015 to august 2018

### Job Role

* Prioritizing and processing of trading account opening requests based on account information obtained from the client onboarding tool.
* Managing critical accounts within the turnaround time.
* Getting in touch with different department for the missing information of the accounts.
* Quality check of the processed accounts and immediately rectifying the errors if found any.

**Accomplishments**

* Raised an idea to the process improvement team which reduced the processing turnaround time by 50%.
* Got WOW award for providing process training to the on-shore team in Pittsburgh, USA
* Won bronze medal in a corporate foosball tournament



**HDFC Bank**

### Assistant Manager, May 2013 to May 2015

### Job Role

* Mentoring 8 junior staff and preparing their monthly progress reports.
* Auditing processed forms from different departments and highlighting the errors and getting it rectified on the same day
* Leading Re-KYC team

### Accomplishments

* Streamlined RE-KYC process, by introducing automation and elimination of redundant work
* Got awarded for organizing and managing the annual event conducted in CPU.
* Reduced turnaround time and cost of one processor by introducing automation of basic manual processing.

 

TCS E-SERVE (CITI BANK)

### Job Role

* Worked as a Sr. customer service executive for Citi Bank on a payroll of TCS
* Serviced calls related to trade finance and ensure smooth functioning of the process.

### Accomplishments

* Got appreciation from the clients for quick processing of the documents, which led to faster trade.
* Got 2nd Prize for acting in a Drama competition.



**INTELENET GLOBAL Services (BARCLAYCARD)**

**Customer Service Representative,** June 2011 to March 2012

### Job Role

* Provide Customer service to the Credit card department of Barclaycard and cross-sell banking products.

### Accomplishments

* Supported the team when Barclaycard acquired egg card by working for 90 days in a stretch with overtime of minimum 4 hours a day till the acquisition got complete.

Skills

* Comfortable to deliver Trainings and conduct meetings
* Have an experience of team Handling
* Have enhanced my skills of Time Management by working on short deadlines
* Prioritizing things has been the major role in my recent role in BNY Mellon.
* Multitasking is something which I learnt while handing a team and at the same time auditing different departments in the bank.

Extra Curriculum activities

* Reading self-help books
* Kitchen Gardening
* Cycling
* Playing Foosball
* Working out (Gym)