**Bushra Farooque**

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Cell # 052 7595124

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Visa Status : Spouse Visa

# Objective:

Versatile, high energy professional, aspiring for challenging assignment in **HR/ Banking/ Customer Relations** with an organization of repute where skills in **Recruitment, Performance management & Employee relation** can be utilized to improve the company’s performance

**Core Competencies**

**HR Banking**

* **Organized & Multitasked**
* **Human Resource Management**
* **Recruitment& On-Boarding**
* **Employee Relation/Welfare**
* **Quality Driven Communication**
* **Highly Motivated**
* **Relationship Building**
* **Trade & Forex**
* **Import & Export Documentation**
* **Negotiations & Closing**
* **Business Development**
* **Portfolio Management**

**Work Experience**

* **March, 2017 to June 2018 Banner Engineering India Pvt Ltd, India**

**Country HR**

* **Reporting to C.E.O**
* Responsible for **handling HR Activities** for all Banner India employees from entry to exit level as a single point of contact.
* Interfacing with Senior Management teams for implementing HR policies in line with the organizational goals.
* Analyze the need of organization in terms of manpower and make a proper plan to fulfill it
* **New Joiner Formalities** includes Document Verification, **Updating the HR Master, Conducting HR Inductions, Hand over assets, Preparing Appointment letters**, responsible for Application form and Code of Conduct to get it filled, request **for ID card and Visiting Cards**.
* Exit Formalities includes coordinating with the different regional manager for the entire process for a smooth exit of the employee
* **Conducting Exit interview**, addressing reasonable cause for separation in order to retain the employee, **preparing No dues certificate**, Issuing **Relieving Letter and Experience Letter**.
* Preparing training agenda, **training agreement and coordinating** for travel Insurance for onsite.
* **Managing Attendance as per labor law** & maintaining personnel record, employee data and **various MIS reports, Vendor Management**
* Looking after Salary A/c opening, PF, Travel Insurance & Visa Processing
* Employee safety, welfare, wellness and health
* Sending **Mailer for Birthday, work anniversary, new joiner** and for any HR related work or information
* Ensuring clear understanding and **Implementing of HR Policies & procedure**
* Conducting various **Employee engagement** activities & **Events** for Banner India.
* **April, 2016 to February, 2017 Axis Bank Ltd in Business Banking, India**

**Relationship Manager**

* **Managed HVSB** client portfolio of the **Strategic Branch**
* Maintaining the **corporate client relationships** by providing highest level of customer service
* Interacting regularly with the owners of the business-entities in order to retain the clients
* Making maximum possible revenue in terms of foreign-exchange, working capital finance etc.
* Coordinating all types of the business banking activities and international trade transactions like forex **remittances, FDI, LC, BG, SBLC** and other **import/export activities**
* Arranging finance like **Buyer's Credit/Packing Credit/Foreign Currency Term Loan** and secured loans
* **Acquire new corporate clients** on monthly basis and generate more business from new and existing clients
* **July 2015 to March 2016 Kotak Mahindra Bank Ltd in Business Banking, India**

**Relationship Manager**

* **Client Management**: Understanding client’s overall exposure to **different financial products** and thereby ensuring **treasury operation processes** are completed on time and exceeds quality and **regulatory requirements**, ensure speedy resolution of customer queries and complaints. Provide Trade related Services to Customers as per standards set out in the **Quality Manual/system** and to meet turnaround times as per the **SLA**.
* **Limit Setup**: End to end coordination with the team for the limit setup & enhancement.
* **Account Opening**—**Handling process of account opening** of current & savings account.
* **Trade Finance**: Processing and settlement of all aspects of trade financing transaction, advise customers for discrepancies on documents as well as assisting them in analyzing and interpreting the terms defined in the Letter of Credit & bank guarantee, buyers &suppliers’ credit, providing guidance on appropriate documents to be presented, BRC & FIRC issuance.
* **Handling FDI & ODI**: Foreign &*Outward Direct Investment* transaction & ensuring timely reporting of FCGPR & FC-TRS,
* **December 2010 to June 2015 Standard Chartered Bank in SME & ME Banking, India**

**Service Manager**

* **Client Management:** Understanding client’s overall exposure to different financial products and thereby ensuring treasury operation processes are completed on time and exceeds quality and regulatory requirements.
* **Trade Finance** (Assets & Liabilities): Processing and settlement of all aspects of trade financing transaction, advise customers for discrepancies on documents as well as assisting them in analyzing and interpreting the terms defined in the Letter of Credit & bank guarantee.
* **Treasury Management:** Negotiating rates with the customers for booking of exchange rates & also booking the rates with the treasury functions & booking forward contract to maximize the bank’s revenue.
* **Portfolio Management:** Managing portfolio of commercial banking customers and taking care of their trade & treasury requirements.
* **Reports:** Report the senior management on the exceptions pertaining to deals done on a daily basis. Work on exceptions and minimize the same to enable smooth deal flow.
* **Business Development:** Responsible to acquire new to bank customers to the bank portfolio with trade & treasury revenue potential and ensure new business on boarded
* **Cross-selling-** Booking appointments by making outbound cold calls daily, promoting the bank, their products and the benefit of the banking product, Closing sales and making plans to gain repeat business
* **Compliance**: Understand RBI regulatory requirements pertaining to deals and ensuring they are completed on time, compliance of all the policies and procedures issued in relation to Money Laundering Prevention & KYC Norms.
* **Bharat Aluminium Co. Ltd (Worked as Resource-HR from the period - 10 September 2004 to 21st October 2005 & 19th September 2006 to 22nd December, 2007 & 2nd July 2008 to 31st December 2008)**
* Implementing in-house and out-company interventions on round-the–year basis to about **over 5000 Workmen and Executives, inclusive of Graduate Engineer and Management Trainees**.
* Designing and developing **customised training module for the GETs and Management Trainees**.
* **Developing organisational structure**; define roles that ensure efficient
* Identifying training needs and **formulating programs & implementing the revised training policies** and measuring its effectiveness.
* Customizing training programs & administrative activities based on the training need analysis to enhance the **manpower skills & efficiency**.
* Supervising **HR interventions ranging** from Change Management to mapping competencies, knowledge, skill and attributes for different position.
* Generating various **MIS reports and projections**.
* **Data maintenance** and processing of case related to **employee pension**.
* **Functioning as Coordinator** for award of **Management Systems Certifications**.
* Procurement related activities on **mySAP** & hands on working experience on **mySAP**.

**Academic Qualifications**

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| **Qualification** | **Institute** | **Year of Passing** |
| ADBM (Business Management) | ICFAI University, Distance Education | 2012 |
| PGDRB&S(Retail Banking & Sales) | Symbiosis International University | 2011 |
| PGDBM (Business Management) | GGD University, India | 2009 |
| Masters (Sociology) | GGD University, India | 2005 |

**Personal Data**

Date of Birth : 7th, February, 1983

Passport : J9787027

Marital Status : Married

**Languages**

* English
* Hindi
* Urdu