**Bharti**

**Address:** Dubai, U.A.E

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**CAREER OBJECTIVE**

An experienced and distinguished professional offering over 15 years of experience in the Banking and IT Sector coupled with technical/customer care/ sales experience in one of the largest banks in UAE and various other organizations from both UAE and India.

Looking for a challenging position in **Business Support** that will utilize combined knowledge and experience of IT and Banking processes to facilitate the delivery of expert solutions and resolutions of complex issues.

**AREA OF EXPERTISE**

Technically skilled in IT Project Management, Software Support and System Analysis with an impeccable grasp of information technology related knowledge and recent advancements along with an inherent capability to manage and lead a high functioning team.

Experience in Trade Finance, Corporate Loans Booking, Limit Management, Account Opening, Maintenance and Monitoring, Fraudulent Behavior Identification, MIS Reporting, Loans Processing, Investigation of issues and several other operations and business support related processes in banking and IT industries.

**KEY COMPETENCIES**

* Technical Knowledge
* Trade Finance
* Client Management
* Transaction Processing
* Operations Management
* Risk Management and Mitigation
* After Sales Technical Support
* Banking Processes Support
* Customer Support
* KYC/CDD
* MIS Reporting
* Relationship Building
* Corporate Loans Booking
* Applications Support
* Ms Office Proficiency
* Customer Centricity
* Team work
* Time Management
* Learning aptitude
* Written skills
* Organisational skills
* Self motivation
* Task management
* Initiative

**PROFESSIONAL EXPERIENCE WITH JOB PROFILE**

1. **Dubai, UAE Oct 2007 - Till Date**

**Role: Processing Specialist – Business Support (Corporate Banking)**

**Job Profile:**

* Undertake proactive promotion of the products of the bank in order to increase awareness of the products and services.
* Conducting Loan Disbursement for Corporate and FI Clients
* Watch out for fraudulent behaviors by verifying signatures, and clearing cheques.
* Assist in the smooth running of all the operational activities of the Head Office by the timely and accurate account maintenance and transaction processing.
* Support the unit in the management of technology and network related issues by investigation, follow-up with other units and resolution by providing complete and end to end solution.
* Ensure appropriate escalation if there is an application error or issue.
* Develop and submit MIS Reports in a timely manner.
* Carry out Limit Management.
* Conduct UAT testing for any new application.
* Maintain accurate documentation for Loans (both Syndication and Bilateral), Risk Participation.
* Carry out account Opening – FI’s, Corporate and NBFI’s.

1. **Dubai, UAE Jan 2006 - Mar 2007**

**Role: Sales Supervisor (Division – SONY Professional Broadcast Equipments)**

* Develop new business with existing clients and/or identify areas of improvement to exceed sales quotas.
* Build and maintain strong, long-lasting customer relationships; negotiate contracts effectively and close agreements to maximize profit.
* Develop a trusted advisor relationship with key accounts, customer stakeholders and executive sponsors.
* Resolve / assist in any technical issues arising in the applications and or the network.
* Assist the IT department in the maintenance of the network and applications.
* Work with the Project Sponsor and effectively define the project requirements in terms of budget, manpower, expertise, equipments required etc. while capturing the customer’s requirements and follow-up with various vendors.
* Provide maintenance support to the clients after the launch of the application of software and also handle all technical issues that may arise
* Communicate clearly the progress of monthly/quarterly initiatives to internal and external stakeholders.

**OTHER CAREER HIGHLIGHTS**

1. **Enercon Services Pvt. Ltd, New Delhi, India, Jan 2005 - Aug 2005**

**Role: Sales and Service Coordinator**

* Gained numerous new accounts thereby increasing the overall profit.
* Resolved complex technical issues in the product (Access Control System).

1. **Samsung India, New Delhi, India, Oct 2003 - Dec 2004**

**Role: After Sales and Customer Care Executive**

* Answering inbound calls and providing technical expertise to help the customer solve any problems related to their Samsung products.

1. **Daksh (P) Ltd, Gurugram, India, Mar 2003 – Sept 2003**

**Role: Technical Support Executive**

* Provide troubleshooting expertise and support to USA callers regarding their HP computers.

1. **Careco Services (P) Ltd, New Delhi, India, Feb 2002 - Jan 2003**

**Role: Trainee Engineer**

* Techno/ Commercial work related to Carrier Aircon’s Centralized Air Conditioning system, installed in corporate offices and financial institutions.

**EDUCATIONAL QUALIFICATION & TRAININGS**

**Bachelor of Electrical Engineering 1996 - 2000** Pune University, India

**Certificate of Higher Secondary Education 1995 – 1996 J** & K Board

**CAIIB (Currently Pursuing) and JAIIB (Completed) from** Indian Institute of Banking and Finance

**Attended Certified Associate Program - CAP**

American Society for Training & Development (ASTD)

**Attended IFRS 9 – Impact on wholesale Banking Business**

**ACHIEVEMENTS**

**Received 2 GEM Awards for Operational Excellence and 1 award for 10 years completion with Emirates NBD Bank PJSC and Customer appreciations in earlier organizations.**

**IT SKILLS**

Visual Basic 6.0, Oracle 8i, C, C++, MS-DOS, Windows 95, 98, NT & XP, MS Office Suite (Excel, Word, PowerPoint)

**PERSONAL PROFILE**

Date of Birth :5th June 1977

Nationality : India

Marital Status : Married

Languages : English, Hindi

Visa : Residence Visa