

RUSVEL

**PROFILE**

Seeking a position that will utilize my skills and abilities to the fullest at Operations Level, Administration work and Customer Service.

**CONTACT**

1. **Email**:[rusvel-394652@2freemail.com](mailto:rusvel-394652@2freemail.com)

**CORE STRENGTHS AND SKILLS**

1. Excellent interpersonal and communication skills with an ability to interact with people at all levels
2. Hardworking and strong ability

to achieve set target with desired quality output

1. Ability to understand and get acquainted to new software
2. Well versed with Windows, MS-Office and Internet
3. Negotiation
4. Networking Skills

**EDUCATION**

* **Gonsalo Garcia College, Mumbai** (B.COM)

June 2009–March 2012

**PERSONAL INFORMATION**

* **DOB:** 15thJanuary 1991
* **Nationality:** Indian
* **Visa:** UAE Visit Visa (Exp Dec 15)

**WORK EXPERIENCE - INDIA**

**in India (Administrative Executive)** January 2019 – May 2019

* Preparing Show Cause Notices post investigations.
* Handling voluminous amounts of letters, Demand drafts and representations sent by various entities and organizations.
* Indexing, categorizing and processing files before they are transferred to the concerned officers.
* Generating a unique file number from online portal for each file for tracking purpose.
* Coordinating with concerned entities with respect to various aspects like granting of hearing dates, making arrangement for the hearing to be conducted and penalty payments.
* Ensuring that the supporting information provided in communication order is complete.
* Ensuring that the Adjudication orders are delivered before proceeding for recovery and issue of notices post completion of Adjudication proceeding.
* Updating the Data Management System (DMS) on regular basis.
* Preparing cases for the hearing with Whole Time Members.
* Providing back up support to co-team members proactively.

**in India (Assistant Manager - Teller)**

May 2017 – July 2018

* Cross selling various products of the bank like Deposits, Insurance, Locker Facilities, Mutual Funds, and Remittances to customers.
* Closely interact with new customers at branch, helping them with various investment opportunities across different asset classes.
* Maintaining communication with customers by answering general queries.
* Ensuring high level of customer satisfaction.
* Tallying cash towards the close of play.
* Removing final reports pertaining to cash transactions throughout the day.
* Sending monthly cash denomination reports to BMU.
* Daily reconciliation of the ATM at the branch and loading cash into the machine.

**LANGUAGES**

* **English**
* **Hindi**
* **Malayalam**
* **Marathi**

**in India (Junior Administrator –Access Control)**



August 2013 – July 2016

* Responsible for creating, deleting and modifying user or generic accounts based on the request tickets to be auctioned within the SLA.
* Coordinating and operating IT Security access control procedures in accordance with the global security and local regulation requirements.
* Investigating and reporting access control security incidents to management and following-up of detected security exceptions and containment.
* Communicating with users and IT staff for any troubleshooting on the accounts being created.
* Responsible for changing and managing passwords on servers.
* Maintaining account audit logs for internal and external inspections.
* Participating in daily user account access control tasks such as business applications or OS user administration, Windows shared directories, etc.
* Handling customer queries and resolving the same through emails.

**in India (Associate – Imaging)**

October 2012 – June 2013

* Handling team members and managing daily activities related to loan servicing.
* Working on document review classification of scanned images received for borrowers and re-classifying the same with correct attribution.
* Tracking down daily issues and queries pertaining to users and applications.
* Responsible for production improvement of process and team performance.
* Attending call sessions related to issues on application and process.
* Training new joiners on application and product.
* Preparing training materials, plans & procedures for process improvement.
* Coordinating with managers on any issues related to process.
* Conducting analysis on document classification.
* Resolving queries of users on document classification.
* Escalating concerns related to application to the Support team for resolution.