

PROFESSIONAL SUMMARY

Innovative and driven Junior Executive focused on driving competitive growth for businesses in the banking & finance industry. Talented operational leader with well-versed in policy implementation, department management and process optimization. Looking to bring two years of related experience and take on a challenging new role.

WORK HISTORY

Shriram Transport Finance Company Limited

16/02/2018 - Till Present

Junior Executive

- Contacted customers and requested financial documentation.
- Gathered loan documentation for underwriting.
- Collaborated across departments and levels of management to gain consensus on procedural documentation.
- Filed and maintained back-up copies of company forms and documentation.
- Worked with internal team members to remedy issues with preemptive solutions.
- Transmitted documents, organized revisions and tracked changes.
- Managed regulatory requirements and audit support needs by completing and submitting accurate paperwork each timeframe.
- Conducted financial review of customer lines of credit by assessing company financials and initiating credit application reviews.
- Assessed credit risk and analyzed financial statements.
- Managed quality assurance program, including on-site evaluations, internal audits and customer surveys.
- Identified sales opportunities and referred customers to branch partners in financial services.
- Gathered and collected all financial information for business and verified accuracy in system.
- Supported KYC processes for prospective and existing customers.
- Scrutinizing vehicle related documents & entering them in the given package.
- Giving e-mail to branch regarding any discrepancies or fraudulent cases arrived during scrutinizing of documents.

- Partnered with IT, business development and operations leadership to develop robust financial business plan with detailed benchmarks and action plans.
- Collected consumer feedback and presented findings to management to target process improvements.
- Strategized long-term business needs, utilizing customer feedback for process improvements.

Tata Consultancy Services (D.S.Infotech Payroll)

June 2016 - 16/02/2017

Helpdesk L1 Analyst

- Assessed system hardware and software and suggested modifications to reduce lag time and improve overall speed.
- Configured hardware, devices and software to set up work stations for employees.
- Engaged end-users and answered questions via email, phone, website live chat and in forums.
- Worked with software development team on reported errors and bugs on newly released software and assisted in deployment of release fixes.
- Collaborated with vendors to locate replacement components and resolve advanced problems.
- Demonstrated professionalism and courtesy with customers while working to resolve complaints, problems or respond to questions.
- Removed malware, ransomware and other threats from laptops and desktop systems.
- Explained technical information in clear terms to non-technical individuals to promote better understanding.
- Followed up with clients to verify optimal customer satisfaction following support engagement and problem resolution.

EDUCATION

University Of Calcutta
2015
Bachelor of Commerce
46%

Dumdum Kumar Ashutosh Institution (Main) Boys
2010
Secondary
51%

Belgachia Monohar Academy
2012
Higher Secondary
64%

SKILLS

•MS Office •Digital file organization •Operational Improvement •Problem Resolution •Business Operations
•Communications •Experienced with Uno, Omni, Avaya, Oracle,Tally software •Credit risk •Customer service
•Audit preparation and response •Filing and data archiving •Loan application processing •Fraud knowledge
•Investigations •Fraud detection •Invoicing support

LANGUAGES KNOWN

Bengali

English

Hindi

CERTIFICATION

- Corporate Finance Institute (CFI)- Certification on Fundamentals of Credit.
- Tata Consultancy Services (TCS-ION)- Certification on Risk Management in Financial Sector.
- Tata Consultancy Services (TCS-ION)- Certification on Credit Risk.
- University of Virginia- Certification on Marketing Analytics.
- Cisco Networking Academy- Certification on Entrepreneurship.
- Corporate Finance Institute (CFI)- Certification on Excel Crash Course.
- Tata Consultancy Services (TCS-ION)- Certification on Career Edge Knockdown the Lockdown.
- Tata Consultancy Services (TCS-ION)- Certification on TCS Internal ITIL 2011 Foundation.
- Google Digital Unlocked (GOOGLE)- Certification on The Fundamentals of Digital Marketing.