

TRADE FINANCE OFFICER

Career Focus

9 yrs Banking

Summary of Skills

- Trade Finance Operations
- Customer Service
- Branch Banking

Accomplishments

Awarded Best Tele-caller for 3 times in a row in HSBC

Rated excellent performer in yearly appraisal at HSBC

Professional Experience

Company Name August 2007 to January 2011 Trade Finance Officer

City , State

- Payments of documents presented under L/C.
- Booking & paying off of Collection documents.
- Delivery Order Issuance for documents under L/C or Collection.
- Advance & Direct payment under RBI regulations.
- Resolving all client query regarding import payments, Letter of Credit, Collection bills
- Bill presentation under L/C & collections
- Ensure transactions are processed with the TAT
- Bill Of Entry follow up

Company Name August 2005 to July 2007 Fund Transfer Investigation Officer

City , State

- Working as an Officer in Fund Transfer Investigations for Abn Amro Bank -Netherland Investigate Fund Transfer related cases and bring them to closure in a timely manner
- Specializing in specific types of cases and handling queries related to Bank and clients
- Gaining more knowledge on Swift Messaging and International Fund Transfer
- Actively working on projects on increasing efficiency ratio by decreasing rejects and avoiding re-opens
- Escalate cases if they do not get resolved within specific time
- Meet the targets set

Company Name October 2003 to August 2005 Credit Card Collection Officer

City , State

- Responsible for collecting overdue payments from customers defaulting for more than 60 days and above after due date.
- Responsible for quick resolution of accounts to get delinquency down on the card base.
- Ensured quick & sound resolution to issues & problems in a way that effectively reflect business requirements.
- Mentoring new staff on systems and honing their calling skills Worked on Cacs , Dialer system and Hub.

Company Name August 2001 to September 2003 Customer-service executive

City , State

- Responsible for understanding and resolving problems raised by customers and provide better services.
- Responsible to also for cross selling of additional cards and loan to increase the card base
- Worked on CCMS system

Education

UC San Diego (UCSD) Extension 2015 Certification : Business Management City , State , United States

Mumbai University 2000 Bachelors of Commerce : Accounting City , State , India

Personal Information

Date of Birth: 28th of January, 1980

Place Of Birth: KGF, India

Sex: Female

Marital Status: Married

Hobbies: Travel, Hiking

Languages

English,Hindi,Tamil

Skills

Client Relations, Customer Satisfaction, Customer Service,Credit and Collections,Marketing,Global Trade Services, Computer Proficient