

# Henry Jones Inbaraj

875 Drysdale Drive, Mississauga, Ontario | (902) 977-0529  
henryjonesinbaraj@gmail.com

## Objective

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To expose myself to new areas, learning and to improve my skills and to collaborate purposefully across boundaries. Excellent student, quality assurance member in college and highly motivated customer service representative having more than 2 years of experience.

## Experience

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**Natwest group | TamilNadu, Chennai**

**Customer service representative | 10/2019 - 07/2022**

- Helped the customer to avail the services.
- Responded to the concerns and queries from various stake holders by following service line agreement.
- Maintained and recorded customer's account information using IT tool.

## Education

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**Lambton College | Mississauga, Ontario**

**Post Graduate Diploma | 05/2024**

- Currently pursuing as a Full Time student.

**Loyola College | Chennai, Tamil Nadu**

**Bachelors of science in Mathematics | 05/2019**

- GPA: 8.9/10
- Member of Student council, National service Scheme, Quality assurance Team.
- Received best Volunteer award.

## Skills

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Customer service, Data Entry and Maintenance, Issue and Complaint Resolution, Customer Inquiry Response, Report Creation, Skilled in Microsoft Office, Computer Proficiency, Critical Thinking, Innovative

## Languages

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English, Tamil

## Awards

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Best Volunteer Award

## Availability

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- Sunday - Anytime
- Monday - Anytime till 5:00 PM
- Tuesday - Not Available
- Wednesday - Anytime
- Thursday - Anytime
- Friday - Anytime till 5:00 PM
- Saturday - From 3:00 PM till Anytime

# Henry Jones Inbaraj

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Mobile: +1 (902) 977-0529

## Objective

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## Work Experience

**Current Organization:** RBS Services India private Limited (NatWest Group)

**Designation:** Senior Customer Service & Operations Analyst

**Experience:** 2 Years 9 Months

## Job Profile and Product Knowledge

Department	Roles & Responsibilities
Mortgage Operations	Funds have to be investigated and posting of transactions on the data base systems. KYC and all other documents have to be indexed with the customer account and also to check the affordability.
Financial Crime Operations (Anti- Money Laundering)	Analyst has to look for opportunity to simplify the bank's process, responding to queries from stakeholders promptly and within our service targets, perform in well fast paced environment and should have presentational skills to deliver to deadline, authorize and investigate transactions, identify red flags, unusual & suspicious pattern in the wire transfer and generate full report on high risk transaction with evidences. Its main objective is to combat money laundering activities, financial crimes occurred using financial institution to avoid reputational damage and fines from regulatory body.

## Awards, Achievements & Certification

- Agile Level 1 certified
- Diploma in RPA (Robotic Process Automation – Ui Path Training)
- Best volunteer Award for community service
- Living Our Values (LOV) Award for serving Customers
- Simplify the Bank (STB) Ideas 7 logged and 1 implemented
- Spot Ovation for serving Customer & Thinking long Term – 2 times
- Bronze Ovation for excellent Teamwork
- Leadership training acquired conducted by the spring board (Loyola Quality Assessment department)