

ADITYA RAJ MISHRA

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Career Objective:

I am keen to be a part of an organization, where I could pursue a career in Banking and Finance, which would in turn offer me potential opportunities to enhance my proficiency, & serves as a learning curve to me and contributes to the growth of the organization and also to come up with the best results of applied efforts by making a step ahead in the corporate world.

Professional Summary

- Currently at Barclays Global Service Centre Pvt. Ltd working with **Payment Operations** (Global Payment Processing)
- Excellent analytical and proactive problem-solving approach
- Willing to learn and adapt to new challenges

Work Experience

BARCLAYS – GLOBAL SERVICE CENTER Since 19th December 2011 till date

BGSCPL is the Captive unit of Barclays Bank; it provides operations support and services to businesses across Barclays. Barclays Bank was started 335 years ago in UK.

Process Expert - Dec 2021 - Till date

- Taking care of SLA and cutoffs.
- Preparing training manual and updating SOP as per update and requirement.
- Arranging training sessions for new joiners.
- Managing team and allocating work among the team
- Worked on project related to automatic payment system (Credit Override Rules).
- Ensure Client expectations of operational performance and efficiency are met.
- Ensures smooth functioning of the process and compliance to procedures and policy guidelines.
- Handling client calls and supporting team.
- Support the preparation and production of various management reports.
- Working on new project related to automatic payment system (ISO 20022).

Process Advisor - Since Dec 2011 - Dec 2021

Global Payment Processing

- Processing and investigating for bank-to-bank charges.
- Dealing on SWIFT messages (MT103/MT191/MT199/MT202/MT999) with international banks.
- Processing cross border payments manually.
- Helping other banks via emails for query related payment reconciliation.

Sanctions – Customer/Payment Screening & CDD – Customer Due Diligence

- Screening payments with world check as per sanction policies to avoid risk.
- Compare customer's details with SDN (Specially Designated Person) and PEP (Politically Exposed Person).
- Verify and identify the customers and client's data from the independent data sources like Google, world check.
- Carrying out screening of client database of Barclays Group against individuals/entities on Group Consolidated Sanctions List, PEP (Politically Exposed Persons) List.

KYC - Know Your Customer

- Identification and verification of individuals and corporate entities.
 - Obtain and collect the customer and client information (POI/POR/SOF).
 - Review of Client's Identification documents and also reviews of Source of funds/wealth documents.
 - Creating and amending customer maintenance record in data base for activating banking.
 - Adding special instructions and limits into the customer's account as per the requirement.
 - Analyze client data documentation and negative news in order to determine Client Risk Profile as established under the Banks KYC procedures.
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Achievements & Awards

- Got gold star award in May 2012 for clearing backlog with so much of hard work.
- Got UK VISA approved by UK Embassy. Successfully transitioned the DBS process from UK to India.

Project

- **Project Title:** Transition for automatic payment system
- **Client:** Barclays Bank Project Location: Poole, England (UK)
- **Duration:** From 28th of March 2015 to 26th of April 2015 (4 Weeks)
- **Project Details:** Staying at client site for one month and transitioning successfully the Data Base Support Process from UK to India for the Company.

Previous Experience

EXL Services Pvt. Ltd. Since 17th May 2010 to 17th Dec 2011

EXL is the provider of insurance, Banking, Financial Services.

Customer Care Executive (Insurance and Accounting Process) May 2010 to Dec 2011

- Matching Purchase Order with invoices.
- Matching bills with payment received.
- Auditing of Policies, preparing premium audits for customers.
- Check the status of refund to the policy owner.

Educational Qualification

- Bachelor of commerce from V.B.S. Purvanchal University in 2009.

Technical Skills

- Advanced Excel
- M.S. Power Point
- M.S. Word

Personal Profile

- Father's Name : Mr. D. N. Mishra
- Mother's Name : Mrs. Priti Mishra
- Date of birth : 12th November 1989
- Nationality : Indian
- Marital Status : Married
- Languages : Hindi & English

I hereby declare that all the details furnished are true to the best of my knowledge.

Date: DD/MM/YYYY

Place: _____

(Aditya Raj Mishra)