

Resume

Flat No. - 1402, Meeta Heights
Sector 20 - Kharghar, Navi Mumbai-410210
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Pinki Kalra

CAREER OBJECTIVE

To work in a fast-paced & challenging environment that will enable me to further expand my Administrative, Communication, Team building skills. I've been working effectively & independently with minimal direction and my desire is to grow with the company. I'm also a team player that respects my colleagues and gets on well in a multicultural environment.

Qualification

❖ Professional Qualification

- ❖ **Master in Mass Communications (MMC)**, - From Guru Jambheshwar University Hisar
Specialization in Advertising & Media Planning.
- ❖ **NISM Certification** – Capital Market & AMFI – Mutual Fund distributor. Series V -A.

Educational Qualification

- ❖ **B.Com.** from Kurukshetra University, Kurukshetra with Finance & Accounting specialization.

Work Experience:

- **5th December 2022 – 10th May 2024: IDBI INTECH Navi Mumbai , working as Team Leader - Functional Support - for CMS Department.** My responsibilities include (i). Understanding the clients' requirements in terms of Product development, Service delivery, online support and provide customized solutions for their Banking products needs.
(ii). Coordination with Bank' officials at Branches & RMs and provide functional support in regard to CMS Department Applications - Collections as well as Payments, viz, In house application – Rapid pay , BDEM , VMS (Vendor Management System).
(iii). Coordinate with Vendors for regular updates / Technical up-gradations in the Application.
(iv). Provide Techno functional support to Branch users and helps them to resolve customer queries in regard to Reports generations, MIS and reconciliation matters.
(v). Maintain a structured data for in-house customers' satisfaction level with an aim to maintain the Customer Satisfaction level index achievement above 95% level. (Benchmark Rate – 90%).
- **1st March 2022 - 18th July 2022 with Scripbox.com India Pvt. Ltd – Chandigarh IFA Office (erstwhile Moneygain Financial services Pvt. Ltd.)** as operations executive, dealing with clients and working for IFA, transact online and offline mutual funds investments of investors, coordination with NSE and AMCs for smooth transactions processing.

- **August 2017 – 28 Feb 2022** with **Moneygain Financial Services Pvt. Ltd** - Chandigarh as Manager – Operations, handling all operations work for Mutual Fund investments, Online NSE transactions, Banking transactions – funds in flow and outflow, HNI customers' queries handling, Fresh Client code creation at NSE portal, Liasoning NSE and CAMS for routine functions, Handling administration work as well.
- August 2012 – March 2016 with **GLOBE CAPITAL MARKET LTD.,** New Delhi (As an **KYC Department Officer – Operations & Finance, Stock Exchange Co-coordinator,** managed Liasoning with stock exchange – NSE and NCDEX for sub broker registration etc.).
- Feb 2011 – August 2012 worked with **INDIA INFOLINE Ltd.,** New Delhi (As Accounts **Officer – Loan Department and managed Administration and HR activities of Branch**).
- Oct 2008 – March 2010 with **Comnet Media Ltd** (As PR Executive - being a part of PR Team and worked for various top clients like Dr.Batra (homeopathy clinic), Kaya Skin Institute etc. arranged Press Conferences & publication in Print media and Electronic media.

Significant Responsibilities and contributions at Scripbox.com India Pvt. Ltd & Money gain financial services Pvt. Ltd.:

- Efficient & Excellent handling of clients' queries related to operations and customer services.
- Efficient & Excellent handling of back-office work such as KYC documents submission to AMCs, CAMS etc. for new IINs, e KYC etc.
- To Co-ordinate between the Clients and Company as well as on behalf of him with Exchange (NSE, CAMS and AMCs).
- Preparing all MIS reports on Microsoft Office and submission to management.
- Maintaining and updating client database on regular basis for direct communications.
- **On the hand experience at various softwares & applications i.e. fundsnet software (for generation of MF statement for clients), CAMS – KARVY, Investwell – application to manage Client data for Moneygain Financial services Pvt. Ltd., CRM application for Scripbox.com India Pvt. Ltd. Clients.**
- **Transaction processing at www.nsenmf.com for clients transaction processing, mandate updation etc.**
- **Handled transmission of shares & mutual funds for clients.**
- **Coordination with (Investor education and protection fund) IEPF Authority for claim of shares.**

KEY ATTRIBUTES:

- Strategic & analytical thinking mixed with enthusiasm & quick learn ability.
- Excellent Customer service and grievance redressal within TAT.
- Excellent Interpersonal & Managerial skills.
- Ability to conceptualize ideas & implement them with Leadership qualities.
- Thorough understanding of Key business processes.
- Drive for Results (Finding solutions to problems despite constraints, setting priorities, and Setting high performance standards, Action oriented).

Major Assets:

Communication Skills, Presentation skills, diligent, Team Spirit, ethical, Positive Attitude, Target driven, Goal Oriented.

IT Skills

Good knowledge of MS Office - Excel, word for routine office functioning, worked on ERP software at Globe Capital market ltd at my previous organization.

Worked at various back-office software / applications being used in online IIN generation, KYC documents as per MF industry norms as stipulated by SEBI, compliance part on the part of MF distributor etc.

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