



Jeganraj Arul Alphonse

BANKING AND FINANCE

Profile

Experienced in Trade operations with over 5 years of experience in banking and finance. Excellent reputation for resolving problems and improving customer satisfaction.

Employment History

Senior Analyst, Natwest Group plc, Bengaluru

SEPTEMBER 2019

- Currently, Managing Import acceptance processing and releasing
- Investigating end to end import processing (tickler, overdue, free of payment and closure processing and releasing)
- Good knowledge with collection under URC 522, workflow management
- Handling internal and external mail box's
- Processing and Releasing import and export LC Bill Handling process
- Recon activities for finding and resolving the error and miss outs
- LC bill acceptance and claim processing and releasing.
- Delivered exceptional level of service to each customer by listening to concerns and answering questions.
- Used Microsoft Word and other software tools to create documents and other communications.

Officer, YES BANK LIMITED, Chennai

MARCH 2018 — SEPTEMBER 2019

- Managing EDPMS (Export Data Processing Monitoring System)
- AD transfer, Document Acknowledge, Payment realization and Write Off processing manually and bulk excel uploading
- Export document dispatch and non-dispatch collection process, Export collection under URC 522
- Advance document processing and bill lodgment, Nostro Payment processing MT103 & MT202
- Handle end to end Export related activities in RBI site, Issuance & correction of eBRC and uploading eBRC in DGFT site
- Recon activities for finding and resolving the error and miss outs
- Responded to emergency and non-emergency calls relayed from dispatcher or supervisor.
- Prepared and submitted detailed reports for official assignments and investigations.

PROCESSOR, BANK OF AMERICA , Chennai

MAY 2017 — MARCH 2018

- Handling client follow ups and updating outstanding status to client
- Managed EDPMS (Export Data Processing Monitoring System)
- AD transfer, Document Acknowledge, Payment realization and Write Off processing manually and bulk excel uploading
- Export collection and advance document processing and bill lodgment.
- Inward Remittance & Nostro processing and EFIRC issuance

Details

Kalayarkoil, Sivaganga, 630551, India

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NATIONALITY

Indian

DATE OF BIRTH

24 May 1994

Links

[LINKEDIN](#)

Skills

Fast Learner

Time Management

Microsoft Office

Adaptability

Computer Skills

Ability to Work in a Team

Hobbies

Photography

Gardening

Craft making

- Handle end to end Export related activities in RBI site, Issuance & correction of eBRC and uploading eBRC in DGFT site.
- Recon activities for finding and resolving the error and miss outs.
- Received and reviewed incoming documents and materials.
- Entered data into computer tracking system and filed paperwork according to procedures.

Education

MASTER OF COMMERCE (ACCOUNTING AND FINANCE), SRM Institute Of Science & Technology (Deemed University), Chennai

JUNE 2015 — MAY 2017

Bachelor of commerce with Computer and Applications, Madurai Kamaraj University, Madurai

JUNE 2012 — MAY 2015

HSC, MNU JEYARAJ NADAR HR SEC SCHOOL, Madurai

JUNE 2010 — APRIL 2012

Internships

ON THE JOB TRAINING at AR AQUA PLANT, Sivaganga

DECEMBER 2014 — APRIL 2015

- Created training manuals on operation and maintenance for equipment.
- To know the production process and sales process of the RO water plant.

Project

📄 A study on customer satisfaction towards mobile banking service in chennai city , Chennai

DECEMBER 2016 — MARCH 2017

- To know about the various aspects of mobile banking service, and to analyze the customer satisfaction level on mobile banking service.