

Garima Jhamb

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CAREER OBJECTIVE

Seeking for the rewarding and challenging role where my resourceful experience and skills will add value to organizational operations.

EDUCATION / AWARDS

Symbiosis School of Distance Learning, Pune

Master's in Business Administration (Human Resource) 2010-2012

Guru Gobind Singh Indraprastha University, New Delhi

Bachelor of Business Administration 2005- 2008

All India Senior School Certificate Examination, C.B.S.E, S.S Mota Singh School, Delhi

Class 12th (commerce) 2005

All India Senior School Certificate Examination, C.B.S.E, S.S Mota Singh School, Delhi

Class 10th 2003

WORK EXPERIENCE

Royal Bank of Scotland, Shastri Park, New Delhi

(February 2009–July 2014)

Current Role: Subject Matter Expert (SME)

- Working in Mortgage department and handling 5 Sub-process:- Redemption, Correspondence, Direct debit, Insurance and Deeds Tracking.
- Handling team of 20 Members and taking care of their-
 - Quality and Production Evaluation
 - Day to day queries
 - Work allocation
 - Brainstorming sessions within the team
 - RCPS (Root Cause Problem Solving) preparation
- Designing and delivering the Process Presentation to Team Members and also to Manager's.
- Coordinating and reporting to UK clients on daily basis
- Involved with Top Management regarding process description
- Preparing the MIS for Team Members and reporting it to Managers
- Process Training to New Joinee's
- Assigning work to team member's

Previous Role: Back End Officer

- Making security checks by identifying authority and matching borrower details and property address.
- Checking back office and flags on system.
- Checking previous records to get all information about the account.
- Calculating Capital due, net interest, daily interest and redemption charges as per different products.
- Generating Final redemption statements by compiling the above data.
- Maintain accuracy rate of more than 99% and production of more than 120% percent.
- Also worked as a Process Trainer for New Joinee's.
- Quality evaluation for the team members.
- Designed Process presentation and also delivered to team members and Manager's
- Assigning work to team member's

Indian Oil Corporation Limited

Trainee,

Time Duration- Six weeks

Project- "Integration of Procurement System"

SKILLS

Good communication skills | Leadership skills | Interpersonal skills | Ability to work in a team effectively | Acclimatize to new environment easily | Hard working and zeal to learn new things | Computer knowledge - Microsoft Word, Access, Excel and PowerPoint.

LEADERSHIP / ACHIEVEMENTS

- Was Awarded "**Spot Ovation**" for the month of June, December 2009 and January, March, June 2010 and February, May 2011 and Oct 2012 for best performance in the team
- Completed a Work out project titled "Automated daily interest calculator for multiple sub account in Mortgage Manager" and "Reduction of Paper Usage in Redemption Statement process"
- Selected as the "**Best Coordinator**" in the Annual Function of "Beri Institute of Technology, Training & Research.
- Coordinated "**Sports Carnival**" and other activities in Royal Bank of Scotland.
- Was Awarded "**Silver Ovation**" for the month of Jan-March 2014 for reducing Exception rate of new migrated process.

ADDITIONAL INFORMATION

Date of Birth: 14th July, 1987 | Gender: Female | Marital Status: Single | Father's Name: Girish Jhamb