

RESUME

Dharmesh Sameja

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Career Summary

- Over 10 years of cross-functional experience in the field of Customer Relationship Management, Operations, International Process Migration, Training and Improvement, Quality and Business Development, Reporting & Corporate Actions & Dividends.

Professional Experience:

Organisation: HSBC HDPI India Pvt.Ltd.

Location: Hyderabad

Designation: Customer service Executive

Date of joining the Company: 30 November 2008 to till date

Type of Industry: ITES/BPO

Corporate Actions & Dividends: March 2014 – till date

Dealing in announcements of various events that are announced by the Companies, setting up events internally to offer the same to our clients.

The role focuses on ensuring high service standards are maintained at all times, ensuring that Processing is carried out within the event time frames.

The Primary Functions includes:

- Daily administrative duties of corporate actions and banking involving effective processing of cash and stock positions to clients and internal trading accounts.
- Prepare and reconcile records to internal and external sources.
- Send out announcement letters based on the information received and as published by the event company.
- Highlight any potential problems, risks as they arise either to the Team Leader, Manager or the Business Partner as required which will impact the business or its clients.
- Forward ideas to management that will create new ways to approach event processing work in order to generate efficiencies or service improvements.
- Assist management and business area in maintaining procedures as required.
- Liaising with custodian and other related teams in order to get task completed.
- Meeting timelines and the quality for completion of Net/TT payments, internal data maintaining.

HBIB Investments : Nov 2008 – till March 2014

Investment admin process is responsible for the processing and administration of all investment business written by Independent Wealth managers based in different parts of globe.

The Primary Function includes:

- Responsible for the processing and administration of all investment business written by Independent Wealth Managers based in different countries
- Identifying, prioritizing resolving the queries on a daily basis and escalate them to relevant teams and flag incidents as and when required. Also responding to queries to senior group level management as appropriate
- Creating the customer profile, adding the event list, adding the commission page, working on generic in box, also working on different queues like pending, follow up and documents waiting, Policy documents, chasing for the Plan/Investment to go on live, Inputting the commission statements, Commission reports, Claw back statements, Reconciliation of commission receipts against commission paid in the commission accounts, Thorough analysis of the type of statement (Debit and credit) and accordingly create the receipt on the application, Change of Address received from different teams, Financial Planning Manager, Customers, Banking Department & Product Providers.
- Always focused on Quality of service and to suggest methodologies to improve the service.

Achievements

- With a strong customer focus, initiated a couple of Ideas that demanded re-engineering of the existing procedures, which were well appreciated and incorporated in the operations manual, by the Business Area.
- Achieved **“Best Performer of the Month”** award for the months for Aug 2009.
- Appreciation letter received for the giving 2 process improvement given for Q4 2009.
- **Yellow Belt Certified (Quality Certification)** with the Sustainable saving for USD 825.00 to the business through re-route reduction on 21/05/2010.
- Handle minor system related trouble shooting issues of the team.
- Handled Testing for the Template to different applications and shared the problems faced with the business area and made and them resolved with the help of regular feedback and suggestion
- Accredited in Operations Training (TRANSFORM) in Dec 2013.
- Received Team of the Month Award for Nov 2013 & June 2014.

Previous Work Experience:

Organization: GE money servicing

Designation: Senior process Developer –customer service

Experience in the role: 3.4 years

Date of joining the Company: Nov 2004 till April 2008

Type of Industry: Customer service

Job Responsibilities:

- Managed a team of 12 team and worked together as a Team to achieve the organization goal
- Planning and allocation on work and targets in terms of revenue and new customer acquisition
- Worked on queries related to Payments, Promotion, and Credit Balance, Fraud and Compliance COE and different report.
- Working with Credit Bureau Agencies and exchange the customers score rating and updating the system accordingly.
- Worked with team to ensure all the queues is zero by the end of the day.
- Identify and implement various campaigns through Advertising & Promotional activities.

- Monitoring queues, team's schedule, staffing, allocating the work and submit the End of the day reports to manager.
- Conducting the Team Meets, Organization the Team outing.

Achievements:

- Received Star Award on 2005 for saving more than USD20,000.00
- One of the Team members to receive the Conquers Award on 2006.
- Received Pat on Back Award for training 12 associates and make them come to the learning curve.

Organization	:	Concen Tek Pvt Limited
Designation	:	Contact Call Centre Executive
Experience in the role	:	6 Months
Date of joining the Company	:	April 2004 till Oct 2004
Type of Industry	:	Customer service

Achievements:

- Awarded twice from making the maximum number of sales in the Quarter.

Academics:

Post-Graduation: Pursuing M.B.A from SMU (Sikkim Manipal University) Specialization in Finance.
 Graduation: Bachelor of Commerce (B.Com) – Osmania University

Systems Experience and proficiencies:

MS Office including Project

Personal Details

Date of Birth: 26 Dec 82

Father: Biharilal Sameja

Known Languages: English, Hindi, Telugu & Gujarati

Hobbies: Reading books, Watching comedy movies and Playing Chess.

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