**Aniket L Shetty**

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**Career Objective**

I am a focused and ambitious individual seeking an opportunity to work with a reputable firm/bank that will enable me utilize my skills for the benefit of the company. Expertise in Remittance & Forex payment Services, KYC checks of the customer, CRM & Back Office Operations.

**Current Job Details**

Currently working as a **Senior Executive Officer** for **TimesOfMoney** (A subsidiary of **Times Group**, which, in turn, is a subsidiary of Bennett, Coleman & Co. Ltd and the majority stakes are with **Network International** - the leading independent payment solution provider in the Middle East & Africa). **TimesofMoney** is an Indian digital payment service provider which operates internationally. The company’s services include [NRI](http://en.wikipedia.org/wiki/Non-resident_Indian) services, India centric and global [money transfers](http://en.wikipedia.org/wiki/Payment_system) and [e-payments](http://en.wikipedia.org/wiki/E-payments).

**Job Profile**

1. Dynamic professional offering experience of 3.5 years in the industry with the main forte lying in the area of Back Office Operations in Banking & Financial process. Also providing quality customer service and resolving customer queries and complaints, targeting customer care, satisfaction and retention.
2. Handling partner bank services such as **HDFC Bank (Quick Remit)**, **Yes Bank (Yes Remit)** and other private and nationalized banks.
3. Expertise in experience in domain of processing– Remittance, Payment and Operations, Fund transfer (ACH,SWIFT etc).
4. Conducting KYC verification for transactions booked by the customer.
5. Having in-depth knowledge of ACH Payments, their rules & regulations & also possess good knowledge in online Global Money Transfers.

**Customer Relationship Management (CRM) Tools worked on:** Talisma, Aspect, Lotus, Clarify, UCS and ICCM.

**Achievements: Awarded a Certificate of Appreciation for an exemplary performance and commitment in TimesOfMoney.**

**Senior Executive Officer (TimesOfMoney) – September 2011 till date**

1. Resolving Customer Complaints addressed to the Managers and the Higher Officials within the agreed SLA (Service Level Agreement). Maintaining the highest level of Quality to ensure Customer Satisfaction.
2. Bank follow-ups regarding the money remittances done & make sure that the money is delivered within TAT.
3. Exchange Rate Updating across Partners & Processing transactions.
4. To liaise with various functions and departments to ensure payments of transactions through NEFT/RTGS & DD.
5. To provide verification checks on international remittances. Checking customers’ transaction history and attempt to limit the number of online financial frauds.
6. Coordinating with Product Team, Alliance Team, Compliance team & Bank’s Operation team (HDFC bank, Deutsche bank, Bank of America, Standard Chartered Bank etc).
7. Preparing and providing key metric reports to various banks. Maintaining daily MIS of the e-mails (received, resolved and replied) and sharing the same with the Business Team. Publishing the daily inflow and pendency report to Manager and Business Team.

**Previous Job Details:**

**Reliance Communications, Navi Mumbai (May 2010 till September 2011)**

**Customer Interaction Executive (CIE) in (E-mail Unit).**

Product: Reliance HSD Net connect Broadband+

1. Interacting with the customers and addressing their issues through e-mail.  
   Coordinating with Circle Heads and Business Team. To ensure that the issue is resolved completely and correctly to avoid repeat correspondence.
2. Follow up with various workgroups to get the customers issue resolved.
3. Also promoted to Repeat Escalation Desk, to address complaints/e-mails marked to top corporate Chief’s of Reliance.
4. Appreciated for consistently achieving high quality parameter in drafting e-mails.

**Educational Background**

* Secondary School Certificate Examination (SSC): March 2005
* Higher Secondary School Certificate Examination (HSC): March 2005 to Feb 2007
* Bachelor of Commerce (B COM): April 2010 [Mumbai University]
* Diploma in Business Management : May 2012 [ICFAI University]

Date of Birth : 24th May 1989.

Marital status: Single.

Languages Known: English, Hindi, Marathi,Tulu.

Hobbies: Reading, Swimming, Playing Cricket, Listening to Music etc.