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| **Dolly Peter Royal**  401, 4th floor, ‘A’ Wing, Ideal Enclave, Near Orange Hospital Rd, Mira Bhyander Rd, Mira Road (E). Mumbai – 401107.  **Mob No. :**  8286205807  **Email ID:** dolly.royal002@gmail.com |

**Career Goal:**

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| To use acquired skills and experience for contributing towards organization growth, along with an opportunity to learn further and enrich my skill set |

**Academic Background:**

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| **Degree** | **Institute** | **University** | **Year** |
| **M.A -1** | Mumbai University | Mumbai University | 2012 |
| **T.Y.B.A** | Mumbai University | Mumbai University | 2011 |
| **H.S.C** | Vallia College of Commerce | Maharashtra State Board | 2008 |
| **S.S.C** | St. Catherin High School | Maharashtra State Board | 2006 |

**Computer Skills:**

Microsoft Office with excellent command on Excel and power point, Fox Pro (Query language, data extraction, Bucketing, Pivot Analysis), Macros and Access

**Work Experience:**

**YES Bank Ltd ( NRI Banking from 07th OCT 2013 – Till Date)**

* To process and scrutinize the inward and outward remittance from NRI client sent via YES Bank’s online remittance platform ‘YES Remit’ and ensuring all commission and charges are properly accounted for.
* Enhance and manage the NR Preferred Customers
* Cross sell of family accounts, PIS, E-Broking, Home Loans etc
* Cross sell of Insurance, Mutual Funds, Investment Services account.
* Help the Branches in Promotional and Lead generation activity for NR accounts
* Assist and train the Branches on NR Product and Processes
* Managing / servicing existing client relationships and bring in new relationships through referrals/ active solicitation.
* Adhering to KYC and AML policy of bank by investigating each transaction to ensure they are timely handled and resolved over mail or telephonic communication in case of discrepancy.
* Co-coordinating with clearing house for discrepancies related to outward and inward clearing with beholding the Nostro and Vostro account for our corresponding bank in Australia, Singapore, United Kingdom, Europe, UAE etc.
* Evaluating available market opportunities, competition tracking to help in taking business decision and developing new products in line with the overall product strategy.
* Preparing MIS to study trends and report for favorable /unfavorable changes in regards to remittance.
* Pertaining to needs of NRI clients cross sell NRI financial products like NRE, NRO, FCNR, PIS account, Premium rupee plan etc.

**ADFC Bank Ltd (Jr. Officer for Relationship Manager from 18 June 2012 – 04th OCT 2013)**

* Provide Splendid customer services to customers in friendly and courteous manner at all times
* Have sufficient knowledge about the banking products and services and respond to all inquires accordingly
* Improve customers’ banking experience with the bank by ensuring that the customers are attended to promptly and all their challenges are resolved without delay
* Inform and suggest new banking products to customers ( PL, AL, HL, LAP, LAG)
* Provide information to customers on their account status and account balances
* Open new bank accounts according to laid down rules and guidelines

**Rah Legal Knowledge process Pvt Ltd (Executive Knowledge Process from 23rd May 2011 – NOV 2011)**

* Provide excellent customer service
* Helping customers’ to register for trade mark , patents
* Answer inbound & outbound calls in support of customers needs
* Conveyed in a reassuring manner step by step instructions to resolve issues
* Acquiring new customers’ by cold calling, reference calling, and marking data base

**Hotel Midland (Receptionist from Jan 2010 – Dec 2010)**

* Greet and welcome visitors
* Received phone calls and responds to the callers inquires, refers them or directs them to

appropriate person

**Doner Industires Ltd (Admin cum Receptionist from Jan 2009 – Dec 2009)**

* Answering and directing phone calls, incoming and outgoing mail, letter & mail merging
* Meeting & greeting clients, stationary
* Meeting room booking, reception maintaining
* Answering incoming & outgoing calls through Matrix system

**Awards:**

* “STAR *PERFORMAER AWARD”* @ YES Bank Ltd in April 2014.
* Best Performance appreciation mail in regards to Remittance and Cross selling of NRI Accounts for 4th quarter of 2013-2014

**Personal Details:**

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| **Date of Birth** | 16/09/1990 |
| **Marital Status** | Unmarried |
| **Languages Known** | English, Hindi, Marathi |
| **Hobbies & Interest** | Reading, Travelling, Making Friends, etc |
| **Strenghts** | Good Listener, Diligent, Meticulous |

I declare that the above furnished information is true to the best of my knowledge

**Dolly Peter Royal.**