**JASPER SINGH KARWAl**

*Mobile: +91-98885-51240 E-Mail: singh\_jasper2@yahoo.in*

*Seeking position in Branch operations/ Relationship management/ Portfolio Management with reputed organizations in banking segment.*

**PROFESSIONAL SYNOPSIS**

*-Working as Asst. Manager - Foreign Exchange since Nov’12 with Reed And Pick Impex Pvt Ltd., Panipat. It is one of the fastest growing textile industry in the country.*

*-Understands and capitalize the foreign currency markets by giving information on exchange rates and insights into global markets.*

*-1 year and 7 months of experience in the Banking operations, Marketing, Business Development as well as Client Servicing. Designated as* ***Customer Service Officer with ICICI Bank Ltd***

*-Resourceful in managing day-to-day banking activities and providing quality client services.*

*-Adept at handling high net-worth and Non – Resident Indian clients for significant enhancing the business.*

*-Excellent relationship building, negotiation, analytical skills & abilities in liaising with customers.*

*-****Forex Trading, Remittances and NRI account opening****.*

**CAREER CONTOUR**

*From Nov’12:* ***REED AND PICK IMPEX PVT LTD., Panipat***

*As Asst. Manager Foreign Exchange*

***Role:***

*-Manage trading functions in order to meet company’s goals financially.*

*-Monitor a large scale of foreign exchange functions and operations within the banking environment. This will include all transactions and remittances in the field.*

*-Review reconciliation sheets and ensure that all sheets are balanced accordingly to the regulations and laws of the industry and bank.*

*-Maintain the relationship between international or counterpart financial institutions.*

*From Apr’11 to Oct' 12:* ***ICICI BANK LTD., Amritsar***

*As Customer Service Officer-Operations*

**Role:**

*-****Operations Management***

*-Monitoring and Verifying Branch Transactions for the smooth flow of operations.*

*-Managing operational tasks, stop payments Instructions, transfer transactions, updating passbooks & statements etc*

*-Actively involved in cross sales strategy formulations, business planning and management of channels and the direct sales team.*

*-****Initiating outward remittances and Forex dealings***

*-Managing marketing and sales operations for achieving increased growth & bottom-line profitability and initiating market development efforts.*

*-Conceptualizing and implementing competent business strategies to market a wide range of products and achieve pre-set cross sales and profit targets.*

*-Client Relationship Management*

*-Handling customer service software of the branch.*

*-Building & maintaining healthy business relations with major corporate and HNI clients & NRI customers of the tied up banks, ensuring maximum customer satisfaction by achieving delivery & quality norms.*

*-Identifying prospective clients, generating business from the existing clientele.*

*-Enhancing existing relationship value and new customer acquisition through account opening.*

**Team Management**

*-Leading, managing & monitoring the performance of team members to ensure efficiency in banking operations and meeting of individual & group targets.*

*-Determining training needs of associates and conducting suitable training programs to enhance their operational efficiency leading to increased productivity.*

*-Conducting meetings for setting up sales objectives and designing or streamlining processes to ensure smooth functioning of sales operations.*

**Key Accomplishments:**

*-Successfully attained targets*

*-Initiated a monthly high tea party for worthy customers.*

*-Received Appreciation for Forex Champ in the region.*

*-Successfully handled AUDIT*

*Aug’09-Jul’10:* ***ADITYA BIRLA MINACS PVT LTD****., Vadodara*

**EDUCATIONAL QUALIFICATIONS**

***Post Graduate Diploma in Banking operations from IFBI***

*B.Sc from Punjabi University, Patiala in 2008.*

*10+2 from C.B.S.E. in 2005.*

*10th Class from C.B.S.E. in 2003.*

**COMPUTER SKILLS**

*MS Word, Excel & PowerPoint.*

*Internet Browsing*

*Finacle*

**PERSONAL DOSSIER**

*Date of Birth : 02ND Sept 1987*

*Language Known : English, Hindi, Punjabi*

*Permanent Address : 1240, Urban Estate Phase – 2 Patiala, Punjab, India 147002*