

• **CURRICULUM VITAE**

**DUSHYANT PATEL**

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**Objective:**

To secure an appropriate position, this will provide growth opportunities with effective utilization of my skills and experiences also the opportunity to learn more in professional Atmosphere.

**Professional Experience:**

- Tata Consultancy Services (TCS). Since July 2018 – Present  
Position: Senior Process Associate

- Current experience or working in the field of International Cash Operations in one of the leading investment banks in EMEA region.
- Check daily operation activities to ensure compliance with established operational procedures and control policies as well as local regulations
- Liaise with operational processing including internal and FCY cross border payment, account service, liquidity Service
- Domain knowledge on financial products, especially cash management services. Familiar with investment product and banking regulation
- Understating of payment MT103 and MT202, swift like MT199 and MT299 and journal entries.
- Develop working relationships with key individuals and departments to facilitate the resolution process, both internal and external
- The roles will also the executions of product development, client and system implementation projects for the whole country Cash Operations
- Escalate any risk items in sanction/OFAC compliance and the potential of missed deadlines
- Ensure best practices for efficient, high quality and sustainable operational processes and procedures
- Management of BAU escalations, workflow and resources
- Completion of all required control checks, periodic and adhoc management reporting
- Ensure best practices for efficient, high quality and sustainable operational processes and procedures

- HDFC BANK LTD. Since January 2014 to September 2017  
Position: Assistant Manager

- Team handling
- To end responsibility for managing uptime availability of the ATMs in the City by taking steps to avoid cash outs.
- Liaise with Currency Chest/main Branch so that cash is made available to the CIT Agencies

- Highlighting IT equipment / admin related issues at the sites with the concerned teams
- Ensuring Audit inspection of ATMs in your city attain the “satisfactory” mark
- Take care of customer disputes pertaining to wrong dispensation of Cash and capture of Cards
- Manage all Third-Party vendors at the ground level including the CIT Agencies
- Do an end-to-end reconciliation of the ATMs
- ATM Commissioning - Liaison with the Regional Project Manager for ensuring timely launch of new ATMs
- Bring in process checks to check the working of the vendors by doing once in a month site verification of the Offsite
- ATMs and quarterly visit to the vault of the CIT Agency

#### **Skill & Expertise:**

- Proficiency in all Microsoft Office applications.
- Good learner and grasping skills
- Strong presentation skills.
- Exceptional verbal and written communication skills.
- Strong competitive drive and work ethic to succeed.
- Team leadership
- Team player with flexible, positive and realistic attitude

#### **Educations:**

- Bachelor’s in business administration  
-- Hemchandrachary north Gujarat University
- Master’s in Business Administration (Marketing)  
-- Gujarat technical University

#### **Personal details:**

**Name:** Dushyantkumar Patel

**Date of Birth:** 13- July-1990

**Gender:** Male

**(M):** 9687291191

**Email:** dushyantr95@gmail.com

**Address:** Gandhinagar (Gujarat) -382010

**Marital status:** Married

**Language:** Gujarati (Native), Hindi and English

**Reference:**

Mr. Savan savani  
Designation: Credit Manager  
E-mail: savan.savani@gmail.com  
Mobile No: 09377891718  
HDFC BANK, Mehsana

**Declaration:**

I hereby declare that the above-mentioned information is true to the best of my knowledge and belief.

Yours faithfully,  
[DUSHYANT PATEL]