**ALPAA SHAH**

Contact No. : +91 9925256670

Email : alpashah79.as@gmail.com

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| Brief Personal Profile |

Presently working with Axis Bank Limited, Ahmedabad as a Customer Service Manager since June 2016. I have completed my Commerce Graduation in 1999 from Gujarat University and started my career as a Accountant from 2002 with U S Exchange Consultants Pvt. Ltd.. After getting experience, I joined Axis Bank Limited, Ahmedabad in March 2007.

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| Objective |

Strive for customers' Satisfaction with improved Profitability & Complied business for the Company. O To learn and grow with working experience.

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| Career History |

**Current Persuasion:**

**Axis Bank Ltd.**

**WBO Customer Service Manager – Corporate clients**

Jan 2019

**Area of Responsibilities:**

* Management of Trade & Forex of Corporate Credit Clients (CBG, MID & Large Corporates) for their Business Banking requirements
* Facilitate customer trade transaction and ensure straight through processing
* Managing of entire range of Trade services consisting of Imports, Exports, Bank Guarantees-Domestic & Foreign, Letter of Credit - Domestic and Foreign, Foreign Direct Investment (FDI), Overseas Direct Investment (ODI), Merchanting Trade Transactions, Domestic Bills & Discounting etc
* To ensure that any discrepancy in documents submitted with the trade CSos team are appropriately cured in co-ordination with the customer, TFC Units and branch decentralized desk. This becomes a critical task as delay in submission of documents will lead to cancellation of rates booked through Treasury/RM& Branch and result in loss for the bank / customer
* Being a team leader of Trade service team major role of Co-ordination with Internal stake holders - Business RM, Credit team, Product team & CBG Center heads & MID & Large corporate & MNCs RMs, Treasury RMs & Co team & TFC/DTFC officers to ensure smooth functioning of daily transactions without any escalations
* Achievement of foreign Exchange Profit, Trade commission income Budget
* Cross sell of digital solutions to customers ( FX Connect, Trade portal connect& Corporate Internet Banking & Eforex services)
* Achievement of Customer service Excellence and Resolution of Customer complaint
* Achievement of TAT, NFTR & Fully Compliant transaction processing , Reduction & Monitoring of Fresh slippage of IDPMS & EDPMS, Follow up of Capital Account transactions reporting & Pendencies
* Processing & Monitoring of Enhance due diligence on customer & transaction to cater various AML and Regulatory requirements related to Trade transaction.
* Improvement in productivity of staff (14 to 15 Trade Csos) through Class Room/Online Training Courses

**TXB Servises CSO**

At Ahmedabad main branch From March 2007 to June 2017

**TXB Service Manager**

At Maninagar From June 2017 to Jan 2019

**WBO Trade CSM**

At CBB Ahmedabad branch From January 2018 to till date

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| Educational & Professional Qualifications |

**Educational Qualification**

* **B. Com.** Passed B.Com. from Sahjanand Commerce College affiliated to Gujarat University in 1999 with 66% of marks.
* **XII** Cleared from Ankur Higher Secondary School, Ahmedabad. With 67% of marks.
* **Computer Literacy:** Completed 'Post Graduate Diploma in Computer Programming & Application' in TULEC Computer Education IN 1998.

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| Personal Details |

**Permanent Address :** B 303 Grand Reviera Flats,Near Vishawa kunj Cross Road,

Rivorfront Paldi , Ahmedabad - 380007

Tel :- 079-35651550.

**Languages Known :** English, Hindi & Gujarati

**Date of Birth :** 16/07/1979

**Skills :** Hardworking, and Enthusiastic

**Marital Status :** Married

**Current CTC :** Rs.16.10 lacs + Performance Bonus + HL

**Expected CTC : Negotiable**

I hereby declare that the information given herewith is correct to my knowledge and I will responsible for any discrepancy.

Regards,

Alpaa Shah