



# Dinesh Gori

Operation Management Specialist

## CONTACT

### Phone

+91 8080707024

### Email

[dinesh.gori2014@gmail.com](mailto:dinesh.gori2014@gmail.com)

### Linkedin

[linkedin.com/in/dinesh-gori-713b29198](https://www.linkedin.com/in/dinesh-gori-713b29198)

### Address

Mira road, Thane, Maharashtra

## SKILLS

- Financial Transaction Processing,
- Business Relationship Management,
- Product Management, Procurement,
- Competitive Analysis,
- Interpersonal Skills,
- Trade Compliance,
- Consultation,
- Record Keeping, MIS Reports,
- Financial Payments,
- Cash Management,
- Operational Excellence,
- Internal / External Clients,
- Remittances,
- Interpersonal Communication,
- Oral Communication,
- Team Leadership

## REFERENCES

### Shikhar Porwal

Assistant Vice President

**Phone:** +91 7718827785

**Email :** shikhar.porwal@indusind.com

### Siraj Solkar

Deputy Vice President

**Phone:** +91 9833079227

**Email :** siraj.solkar@hdfcbank.com

## 14+ YEARS OF EXPERIENCE IN TRADE FINANCE AND OPERATION MANAGEMENT ROLE

14+ years of experience in international trade and export/import operations and Customer Services Management with 7+ years in managerial roles. Handled the team of 15-20 people who are IN Charge of the Export Letter of credit and Export Payment teams in the HDFC Bank & IndusInd Bank Limited, India in recent years with 100% accuracy and customer satisfaction.

Led teams based in India related to below mentioned projects of USA, Canada, and United Arab Emirates in CITIBANK NA for International Trade Operation, resulting in significant growth in customer satisfaction and sufficient workflow within the 9 years in same organization.

Managed all raw material purchasing, container stuffing, duties/demurrages, freight forwarder coordination, shipping line communication, and banking pre & post-documentation for Me Cure Healthcare Limited (RLS INDIA) in previous years of career..

## EXPERIENCE

Oct, 2024 - Till today

Navi Mumbai, Maharashtra, India

### Branch Manager (DMS Head) at ASSET RECONSTRUCTION COMPANY INDIA LIMITED

- All general responsibilities to run financial operation process,
- Operation of all process to follow Internal Compliance as well as external regulation,
- Making standard operating procedure (SOP) / Line of Operation (LOP) / Memorandum of association / Memorandum of understanding,
- Co-ordinate with banks management related to bad loans Aquisition, pick-ups and courier original documents,
- Individual customer handling and query resolution for full financial cycle of loan / bad debts loan,
- Maintaining proper records for every transaction in data management software,
- Co-ordinate with courier companies, Relationship managers of other clients / banks to run smooth operation,
- Solving queries of parental branches related to Original Documents management,
- Auditing of all documents segment wise, sample checking, findings system mistakes, root cause analysis, corrections and setting control points for future purpose,
- Adhering to government banking bodies like RBI and other non-banking finance agencies related to documents,
- People Management:
  - 1) Daily productivity / Time Sheet updating / Leave tracking / Employee concern,
  - 2) Performance management / Training allocation / Motivational things,
  - 3) Award distribution / Festival Celebration / Fun at Work / Internal transfer
- Admin Management:
  - 1) Regular bills payment like Electricity / Water / Maintenance / Machineries etc.
  - 2) Making Memo / PAM / Approvals for effecting regular payments,
  - 3) All machineries' AMCs / IT management (Hardware / Software),
- Vendor Management:
  - 1) Making Agreement / Contracts / Work orders / Approvals documents for work,
  - 2) Negotiation / Co-ordination / Work evaluation / Work result / Record management,
  - 3) Processing Vendor's Payment / Work inventory / control safety and security
- Project Management:
  - 1) New project Aquisition / Maintain / Implement / Cost Evalution / Budget Making,
  - 2) Work on multiple projects together as per branch requirements,
- Travel Management:
  - 1) Making travel budget for new pick-up of documents / newly acquired portfolios,
  - 2) Advance settlement / Discrepancy checking / Travel tickets management / Stay booking and transportation management / documents courier management

# AWARDS

## Dec, 2022 | IndusInd Bank Limited

- (Gold Winner) Corporate and Global Market operations - Star of the Month performance.

## Mar, 2023 | IndusInd Bank Limited

- (Gold Winner) Corporate and Global Market operations - Star of the Month performance.

## Aug,2018 | Tata Consultancy Services

- Service and Commitment Award for One year of dedication.

## Aug,2016 | Tata Consultancy Services

- Service and Commitment Award for Three year of dedication.

## Aug,2014 | Tata Consultancy Services

- Service and Commitment Award for One year of dedication.

## Tata Consultancy Services

- Multiple Star of the Month Employee in same organization within 8.8 Years tenor

## Jan, 2011 | Me Cure Industries (RLS INDIA)

- Service and Commitment Award for One year of dedication.

## Mar, 2012 | Me Cure Industries (RLS INDIA)

- Promotion to senior level on service and development commitment award.

# CERTIFICATES

## Trade Finance Program

SIFL Financial Learnings -

Jan 2023 - Jan 2023

## District Level High Jump with 1st rank

Shree Shyamji Krushna Varma Education Trust

Oct 2005 - Nov 2005

## District Level High Jump with 1st rank

Gujarat State government

Nov 2005 - Nov 2005

## District Level High Jump with 2st rank

Gujarat State government

Oct 2006 - Oct 2006

## Dose and Windows with A Grade

CMS Computer Institute

Jan 2007 - Jun 2007

## Tally & MS Office

Computer Campus, Jamnagar

Jan 2006 - Dec 2006

## Jun, 2023 - July, 2024

Mumbai, Maharashtra, India

## Manager at HDFC BANK LIMITED

- All general responsibilities as per Trade finance descriptions,
- Operation of Import / Export / Payment / Collection / Credit / Internal Compliance,
- Checking and Testing full trade system and get solution for every small element of current software and online internal websites,
- Handle team with all maker / checker adhering standard operating procedure (SOP) / Line of Operation (LOP),
- Co-ordinate with teams related to trade i.e. Relationship Managers and TSPs,
- Individual customer handling and query resolution for full trade finance cycle,
- Updating and migration of new system enhancement for Export and Import operation management and customer services management,
- Maintaining proper records for every transaction in data management software,
- Co-ordinate with courier companies, Relationship managers of other clients / banks to run smooth operation,
- Solving queries of parental branches related to trade operation management,
- Auditing of all processed transaction, sample checking, findings system mistakes, root cause analysis, corrections and setting control points for future purpose,
- Adhering to government banking bodies like RBI for trade finance policies,
- Maintaining charges recovery procedure for client and non-client customers,
- Handling all Sub-teams under export & Import department specific under centralized branch:
  - Import Department:
    1. A1 & A2 Remittance Team, 2. Collection Lodgment Team,
    3. Bill Of Entry (Regularization Team), 4. Customer Services Team
  - Export Department:
    1. Dispatch Team (LC / Collection Documents), 2. No-Dispatch Team (LC / Collection Documents), 3. Discounting / Finance Team, 4. Liquidation / Payment Team,
    5. Bank Realization Certificate (BRC) (Regularization Team), 6. Customer Services Team

## May, 2022 - May, 2023

Mumbai, Maharashtra, India

## Chief Manager at INDUSIND BANK LIMITED

- All general responsibilities as per Trade finance descriptions,
- Operational & Testing work on trade software for development and automation,
- Operation of LC - Import / Export / Payment / Collection / Credit / Internal Compliance and customer services managemenet,
- Checking and Testing full trade system and get solution for every small element of current software and online internal websites,
- Handle team with all maker / checker adhering standard operating system,
- Co-ordinate with teams related to trade i.e. Account team, Export team, Payment team, Documents checking team and Customer service team,
- Working as central processing center (CPC) team and Co-ordinate with individual Branch,
- Updating process for LC advising, discounting, negotiating and add confirmation,
- Maintaining proper records for every transaction in Excel type software,
- Dispatching Lc courier to beneficiary (Client and Non client),
- Co-ordinate with courier companies, Relationship managers of other companies / banks to run smooth operation,
- Solving queries of parental branches related to trade operation,
- Auditing of all processed transaction, sample checking, findings system mistakes, root cause analysis, corrections and setting control points for future purpose,
- Adhering to government banking bodies like RBI for trade finance policies,
- Maintaining charges recovery procedure for client and non-client customers,

## Aug, 2013 - May, 2022

Mumbai, Maharashtra, India

## International Trade Finance Specialist at TATA CONSULTANCY SERVICES

PROJECT – 3 (Feb., 2018 to May,2022).

Operation / Customer services Manager in CITIBANK UAE (CITIAEAD)

- All general responsibilities as per descriptions,
- Operational & Testing work on trade software for development and automation,
- Operation of LC - Import / Export / Payment / Collection / Credit / Internal Compliance / (SBLC) Guarantee / Customer Services Management,
- Checking and Testing full trade system and get solution for every small element of current software and online Citi internal websites,

## LANGUAGES

English	<div><div></div></div>
Hindi	<div><div></div></div>
Gujarati	<div><div></div></div>
Marathi	<div><div></div></div>

## INTEREST

- Managing events and projects,
- Internet searching,
- Reading books,
- Blogging for explore world,
- Making new friends,
- Writing contents,
- Listening music,
- Traveling,

## STRENGTH

- Flexibility,
- Dedication,
- Positive attitude,
- Ownership,
- Organization,

## WEAKNESS

- Self criticism,
- Too Direct,
- Too detail-oriented,
- Delegation skills,
- Public Speaking,

## PERSONAL INFO.

Date of birth - 10th April, 1988

Marital status - MARRIED

Nationality - INDIAN

Emergency Contacts +91

8424834483 / +91 7718816466

PROJECT – 2 (Sept., 2017 to Feb., 2018).

Senior Team member / Client Services Person in CITIBANK CANADA (CITICADD)

- All general responsibilities as per descriptions,
- Train to new joiners in team and provide them guidance,
- Handling all reports and allocation work to all team members,
- Inspection works of all makers and new joiners

PROJECT – 1 (Aug., 2013 to Aug., 2017).

Processor / Maker in CITIBANK N.A., USA (CITIUS33)

- Making of all trade transactions,
- Handling all type of processing,
- Learning total trade cycle,
- Learning different type of trade applications

Jan, 2010 - Aug, 2013

Mumbai, Maharashtra, India

### Export Executive and Admin at Me Cure Industries (RLS INDIA)

- Handling Pre & post-Export Documents i.e. Bill of Lading, Shipping Bill, Final Documents, FIRC, BRC, N-Form Facility Etc.,
- Co-ordination with Overseas Clients for outstanding Payments,
- Management of time schedule for meetings and interviews of employees,
- Travelling booking and schedule management for individual employees,
- Administration responsibilities for Mumbai location,
- Attendance, Payroll and Contract management of employees,

### General Responsibilities for Trade Finance Department

- Handling below swift messages related to collections: MT400, MT410, MT412, MT416, MT420, MT430, MT499,
- Handling below swift messages related to Letter of Credit: MT700, MT710, MT720, MT707, MT730, MT799, MT999,
- Handling below swift messages related to Acceptance and Payment: MT752, MT754, MT756, MT103, MT202,
- Handling below swift messages related to Guarantee: MT760, MT767, MT768, MT792, MT799, MT999
- Citi direct systems, Using global banking software similar to Flex Cube / GBS (Global Bank Search) etc ,
- Scrutinizing / Verifying / authorizing letter of credit, Ensuring transaction are processed within defined TAT, Checking of swift messages received in inward tracker & informing / tracking necessary actions,
- Updating pricing / charges approvals in system,
- Attending internal / External audit & responding to their queries,
- Monitoring general queries about credit required & accounting investigation,
- Check office of foreign assets control list / specially designated Nations list,
- Making / inspecting of letter of credit (issuance, amendment, cancellation, invocation, advice, relay, Add confirmation)
- Liaising and interacting with customers, relationship managers, Trade specialists for their queries, doubts, require assistance,
- Liaising and follow ups with internal department viz credit admin, business banking department, legal department,
- Providing complete services as per service level agreement to different business verticals,
- Training and guidance to team members & relationship managers,
- Timely processing of all records in the current active system as per existing guidance.
- Investigation of customer query / complaints & analyze, send response and resolution with intimation to seniors,
- Do KYC (know your customer) process as (issuing bank, advising bank, confirming bank, intermediary bank, importer clients, express clients),
- Co-ordination with compliance team for their queries and concerns related to countries sanction laws, AML investigation, fraudulent activities and internal rules / regulations,
- Co-operate with different internal departments i.e. Reimbursement team, customer services, billing team, documents checking team etc.
- Ensure to follow process notes, check list, special instructions and day to day updates for particular projects,
- Follow internal policies, UCP latest version (39 Articles), ISBP, URR 725, URC 522.

## QUALIFICATION

---

○ Dec 2022 - Present

Master of Business Administration - (MBA) Specialization in Operation management.

**DY Patil University**

The university has not released the placement report for the year 2023. However, the information brochure for MBA and BBA batch 2023-24 and course-wise NIRF report is available on the official website.

○ Jan 2006 - Jan 2009

Bachelor of Commerce - B.Com in Business/Commerce, General

**Saurashtra University, Rajkot**

Saurashtra University, established on 23rd May, 1967, is situated in Rajkot city of the Saurashtra region of Gujarat State, India.

## DECLARATION

---

As a highly motivated and results-oriented professional, I aim to leverage my skills and experience to contribute to the success of a dynamic organization. With a solid background in project management and a strong attention to detail, I am dedicated to delivering exceptional outcomes and exceeding expectations. My excellent communication and interpersonal skills enable me to collaborate effectively with cross-functional teams and build strong client relationships. I am seeking a challenging position that allows me to utilize my expertise in driving business growth and achieving operational excellence.

REGARDS,  
DINESH GORI