**Reshma Talreja**

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**Career Objective**

To seek a position as an accountant, upgrade my knowledge and grow with the organization.

**Professional Synopsis**

* CPA candidate with all exam parts completed
* A result oriented technical and management professional with over **3 years** of experience in Banking Operations.
* Experience in exploring and developing new operational skills, accelerating growth & achieving desired targets.
* Analyzing customer requirements to provide the best support for customer satisfaction.
* An effective communicator with demonstrated leadership & excellent interpersonal / relationship management skills.

**Core Competencies**

* Organizational and planning skills.
* Attention to detail.
* Information gathering and management.
* Problem analysis and resolution.
* Communication skills.
* Proficient with accounting concepts.

**Academic Credentials**

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| --- | --- | --- | --- |
| **CPA - Exam** | **State of New Hampshire** | **Passed** | **2011** |
| **Masters in Management Studies (MMS Finance)** | **Jankidevi Bajaj Institute of Management, SNDT University (India)** | **55.70%** | **2005** |
| **Bachelor of Chemical Engineering** | **Thadomal Shahani Engineering College, Mumbai University (India)** | **68.00%** | **2002** |

**Areas of Expertise**

**Team Management**

* Incorporating bonded teamwork and managing healthy environment.
* Leading, monitoring the performance of team members to ensure efficiency in operations and meeting targets for sales.
* Organizing training programs for team members to achieve customer satisfaction and pre-planned business targets.

**Career Highlights**

**ICICI Bank Ltd, FORT (Mumbai, India) Assistant Manager (Team Leader) Jun 05 - Aug 08**

* Successfully handled a team of 6 Officers for daily operations of the Depository, branch & Cross Selling.
* Experienced in operations of branch banking – Queries, DD/PO, Saving & current A/C, Cash.
* Was in **DEMAT** Division (DP Operations) for last 18 monthsmanaging over all operations.
* Accountable for customer satisfaction and achieving the cross selling targets.
* Building relations with High Net worth Individual Customer and providing them with the best service.
* Five S is a part of Kaizen (a Japanese Philosophy meaning change for the better). It is a methodology to maintain & establish a quality work environment. Involved in adhering to Five S Policy which is S1- Sorting Out, S2- Systematic Arrangement, S3- Spic n Span, S4- Standardize, S5- Self Discipline and was in-charge of the same.

**Computer Skills**

* Computer skills include proficiency in **Microsoft Office 2010**.

**Reference - Available on Request**