**Indira Mistry**

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**Objectives:**

Obtain a full time position utilizing extensive experience in balancing, data entry and customer service.

**Skills:**

**•** Microsoft Word, Excel and Outlook

**•** Supervising, training, and leading skills

**•** Ability to work effectively in a team or independently

**•**  Ability to take phone messages and handle confidential information

* Multi tasked and deadline driven

**Education:**

**Computer Processing Institute** (East Hartford, Connecticut) - Data Entry Diploma

**Experience:**

**Bank of America - Reverse Positive Pay** – 2007 – 2011  
Senior Operation Representative II

* Review customer accounts and make necessary corrections on account activity
* Research cases and client requests utilizing various internal banking systems (Document Direct, XNET, BOSS-FAST, PEGA, IMAGE VIEW, Resolve Check and SMS)
* Input and process collection requests
* Assist in training new associates
* Monitor and email daily volume and transaction errors for the team and management

**Bank of America - Client Support Group** – 2001 – 2007  
Senior Operation Representative/Customer Service Rep

* Prepare daily dollar cut report, and prepare daily phone reports
* Data entry for general ledger Returns and Balancing
* Researched various customer requests
* Verify check status via telephone

**Fleet-Boston Financial Services** **–** **Wholesale lockbox** -1991-2001

Operations Senior Clerk II

* Perform data entry via system terminal
* Assist with Lockbox department during processing peak periods, and unit absenteeism
* Assist in training of new clerks
* Accountable for processing key Lockbox Accounts

**Connecticut Bank and Trust** **– Commercial Loan** - 1988 – 1990

Commercial Loan Analyst

**Connecticut Bank and Trust – Mortgage Banking** - 1983 – 1988

Research – Processor