

# JOANNA CHALCEDONY SAMUEL

Analyst

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## PROFESSIONAL STATEMENT

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Seeking an opportunity to work with a market leader who will build upon my foundation of knowledge and guide my development for achievement of organizational goals along with improving my knowledge and skills. Experienced in working with teams and using different applications in the industry and willing to learn more.

Accounting and Finance professional with experience working in Corporate Banking industry (Global Cash Operations).

## WORK EXPERIENCE

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2022 -  
Present

### Payment Processing Analyst

#### *Deutsche Bank*

##### Responsibilities:

- Accurate and timely processing of all payments
- Handling of investigations from internal account holders or stake holder
- Dealing with escalation and remediation of client complaints
- Responsible for reconciliation including reconciling cash breaks
- Investigative research and analysis of financial transactions
- Inputting low and high value fund transfer across Deutsche Bank networks
- Overseeing and managing the aspects of the finance department.
- Generating the list of transactions performed in a day and forward the same to relevant teams.
- Approach the Foreign exchange sales flow team to book best exchange rate for Clients.
- Regulatory reporting to the central bank on monthly, quarterly and annual basis.
- Adhering to the guidelines mentioned in the policy documents or key related documents.
- Contact other teams or other banks in order to clear outstanding breaks within the prescribed time limit.

##### Initiatives:

- Process Improvement for activities using Excel which saved time and manual effort.
  - Organized events internally in office for knowledge building.
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2019 - 2021 Took a break as I had to cater to my mom owing to her ill health.

2018 - 2019 **Assistant Manager**

#### *Axis Bank*

##### Roles and Responsibilities:

- Checking smoke alarm, CCTV and burglary alarm on a fortnightly basis.
- Acquisition of new accounts and business to the branch.
- Accepting customer requests like NEFT and RTGS.
- Closing Service requests of customers within turnaround time.
- Helping customers in accessing lockers within the stipulated time.
- Compliance of Audit guidelines prescribed for the branch.
- Raising PRF for payment of branch bills.
- Generating user id reports and checking vouchers with the same.

- Manage business relations with existing customers to increase the depth of existing relationships.
- Comply with KYC/SEBI rules, regulations, and legislation governing the financial services industry.
- Conducting training to team members to increase their potential.
- Empowering team members with skills to improve their product knowledge.
- Active cross selling of varied products to Clients including Mutual funds, Insurance (both General and Life), Credit Cards and Loans.
- Providing insight to the Client on usage of different banking channels like mobile app, internet banking, activation of debit and credit cards.

## 2014 - 2018 **Customer Service Officer**

### **Axis Bank**

#### **Roles and Responsibilities:**

- Acceptance of Cash deposits and payment of Cash withdrawals
- Timely closure of office accounts like Petty Cash Advance
- Maintenance of Branch Registers • Remitting branch cash to Currency chest within time slots
- Maintenance of Cash retention limit in branch vault
- Tallying of physical Cash with Teller a/c
- Indenting for Cash from currency chest for ATM loading
- Providing Cash to the ATM custodians for on-site ATM loading
- Providing exchange of soiled notes and change in denominations as per Customer request.
- Maintenance of branch registers including Cash Balance, Vault Register, Petty Cash Balance and Currency Chest inward or outward register.
- Checking currency notes to ascertain their authenticity before remitting to Currency Chest.
- Reporting Counterfeit notes to nodal branch on a quarterly basis and maintaining the Counterfeit note register.
- Counting and bundling cash in packs of 10 which includes attaching branch flaps with authorized signatures before remitting to Currency Chest.

## **EDUCATION AND CERTIFICATIONS**

### **Bachelor of Commerce**

Mangalore University

June 2011 – April 2014

Secured: 84%

### **Certificate Course in Insurance**

Mangalore University

June 2012 – May 2013

Secured: 80%

## **OTHER INFORMATION**

- **Languages Known:** English, Tamil, Kannada, French
- **Date of Birth:** 11<sup>th</sup> December 1993
- **Gender:** Female
- **Marital Status:** Single
- **Address:** Flat No F2, Plot No 7, Jaydev Illam, 1<sup>st</sup> Cross Street, Shanthi Nagar, Adambakkam, Chennai-600088