

Afroz Khanam

Email: afrozkhana16jan@gmail.com

Address: Gaytri Heights Om Sai PG Chandan Nagar Viman Nagar Pune - 411014

Contact: 8800259666

Career Objective:-

To do my best & achieve professional as well as personal goals at a very trustworthy responsible position in any organization wherever I work. I believe that our altitude in life is decided by our attitude towards our work. I want to keep this in mind while undertaking anything in life.

Professional Experience

[Bajaj Financial Securities Ltd. – September 2022 – May 2023](#)

Designation: - Manager - Franchise Operations (Trade Finance- Capital Market)

Responsibilities:

- ⇒ Working in capital market wherein handling HNI franchises/ Business Partners of Bajaj Finserv at PAN India level in the investment banking and Broking industry.
- ⇒ Team handling along with training of team members, allocation of work, handling workflow within TAT, providing end-to-end services and supports to the HNI franchise at PAN India.
- ⇒ Handhold on the new franchises/Business Partner from application for exchange registration to onboarding services & supports.
- ⇒ End-to-end Onboarding process of new franchise/Business Partner into exchange registration and providing Onboarding training of all application & tools, online HNI account opening training along with Back office reports via class plus and citrus.
- ⇒ To manage service desk for HNI franchises/Business Partner and guide them about process/policy to have seamless business activity.
- ⇒ Proactive communication and ensure response/follow up within TAT.
- ⇒ SPOC for physical onboarding team support in handling queries/request and complaints.
- ⇒ To manage end-to-end IPO process including IPO and POA Bank account opening documentation & application, follow up with departments for IPO and POA account opening along with demand request for applying IPO, fund updation and bidding communication for IPO.
- ⇒ Proactively follow ups with dealing team for IPO stocks pledging on listing day along with end-to-end communication with HNI franchises/Business partner.
- ⇒ Product knowledge, IPO, LAS, LAP along with Onboarding of Referral/DSA/TPP franchise.
- ⇒ Maintaining records and report progress as required and reviewing the job processed by team.
- ⇒ Working with different software like CRM (Customer relationship Management tool), Class Plus, citrus and Fportal.

Religare Broking Ltd. - February 2018 – August 2022

Designation: - Associate - Franchise Operations (Trade Finance- Capital Market)

Responsibilities:

- ⇒ Worked in franchise Operations wherein handle Business Partners/franchise of Religare as well as client request, queries, complain or any issue related to Share Trading (trading and demat account) for PAN India level in the investment banking industry.
- ⇒ Identifying issues that impact customer trading related to portfolio issue, stocks variations, fund, KYC compliant, all account management related concern, technical issue and working out on implementing solutions that helps in satisfied customer base.
- ⇒ As per Business Partners of Religare as well as Client request provide them financial details like ledger, profit and loss, contract notes, holding, transaction trading and demat account related end-to- end resolution.
- ⇒ Identifying issues that impact customer trading related to portfolio issue, stocks variations, fund, KYC compliant, all account management related concern, technical issue and working out on implementing solutions that helps in satisfied customer base.
- ⇒ Coordinate with all department, branches and other respective team for verification and resolving if any discrepancy highlighted.
- ⇒ Meet timelines and TATs to completed cases to meet service level agreements without compromising on quality.

Whirlbase International Network Control Pvt. Ltd.– January 2016 – December 2017

Designation: - Associate - Operations (Global Customer Servicing)

Responsibilities:

- ⇒ Worked in global Leadership, Consulting and Executive Financial research involving extensive usage of secondary research tools and portals like LinkedIn, Hoovers, Zoom Info, Search tools which includes Industry Research and Analysis, Data Mining and Data Updating with different specialized tools and Updating all information in Latitude for Onshoreclients.
- ⇒ Servicing both international and domestic customers and deliver business solutions andservices for leading industry and enterprise.
- ⇒ Connect with customer briefing about the services through calls and emails, Greet customers ascertain what each customer wants or needs.
- ⇒ Preparing daily and monthly reports related to the workflow of the team as well as for theindividual performances.
- ⇒ Working with different software tools, MS office, Latitude.

Mercer India Pvt. Ltd. – September 2013 - December 2015

Designation: - Senior Analyst - Operations (Investment Advice & Tools)

Responsibilities:

- ⇒ Worked for Australian Superannuation Insurance Billing and Claim (Annuity) funds Comparator that allows clients to compare a wide range of Commercial & Federal insurance plan like Medicare, Medicaid, Veterans Affairs.
- ⇒ Using the GIMD (Global Investment Manager database) to check if the funds and strategies are up to date and import data for the research.
- ⇒ Creating and updating billing and claims in database and tools.
- ⇒ Collecting information from onshore for any internal or external changes.
- ⇒ Interacting with the onshore team in case of any query related issue through either call or email.
- ⇒ Working with different software tools, Citrix, MS office and different database

Skills

- ⇒ Honours Diploma in Computer Applications.
- ⇒ Packages: MS Office, Outlook, Excel & Knowledge of Internet

Academic Qualification

- ⇒ MBA in Financial Management from Motilal Rastogi School of Management, Lucknow.
- ⇒ B.Com. from Obra Govt. P.G. College, Sonbhadra.
- ⇒ 12th from St. Atulanand Convent School, CBSE Board, Varanasi.
- ⇒ 10th from Kendriya Vidyalaya, CBSE Board, Sonbhadra.

Achievements

- **Promoted as Sr. Analyst. (Mercer India Pvt. Ltd.)**
- Green Star, Rising Star, Client Appreciation
- ⇒ Participated in **National Sports Meet.**
- ⇒ Participated in **National Social-Science Exhibition & got third position.**

Strength

- ⇒ Fast learner, Good presentation skills & flexibility.
- ⇒ Friendly, positive & learning attitude.
- ⇒ Work effectively with diverse group of people.
- ⇒ Ambitious and committed to excellence.

Personal Information

Marital Status -	Single
Languages Known -	English and Hindi
Interest -	Music, Badminton & Movies
Reference -	will be furnished upon request