

PRITEE GURUNG

Banking Operations Manager

Noida, Uttar Pradesh, India - 201304
9930365823, priteegurung9@gmail.com

Summary

Experienced Reconciliation Specialist with a proven track record in daily reconciliations, with over 12 years of blended experience in the Banking Industry. Strong expertise in highlighting open items, escalating issues, creating SOPs, and providing process improvement suggestions. Committed to accuracy and efficiency in financial operations.

Work Experience

Virtual Relationship Manager HDFC BANK LIMITED Feb 2023 - Sep 2023

- Managed an extensive portfolio of 860 high-value customers, achieving a revenue milestone of 3 lakhs within an impressive 2-week timeframe, surpassing quarterly targets by 20%.
- Cross-sell all Banking products based on profiling and engagement.
- Accurate resolution for high-net-worth customer queries.
- Preparation of Fee Plan on a monthly Basis.

Deputy Manager II, Money to India Remittances ICICI BANK LIMITED May 2015 - Jan 2020

- Led a team of 5 people and provided effective training.
- Improved Call Centre and email channels team through process training, resulting in a 10% decrease in customer escalations.
- Conducted routine process audits and responded to audit inquiries, enhancing the operations process.
- International fund transfer, collate daily inflow of ACH transactions 200+ for NRI clients and prepare SWIFT messages (MT199, 103, 202).
- Liaising with all correspondent banks on overcharges, duplicated payments, and delayed bank statements.
- Generated daily and monthly Reconciliation Management Information System (MIS) reports for management review.
- Oversaw a project that included BRS and UAT in preparation for system migration.

Deputy Manager I, Nostro Reconciliation Follow-up ICICI BANK LIMITED June 2012 - April 2015

- Monitored total Nostro-32 and office accounts -200.
- Identified and prevented financial loss to the bank amounting to 32 million and non-financial errors.
- Generated reports in Excel and PowerPoint for UK Geography for Nostro and office account.
- Initiated sending Swift MT199 to Nostro Bank led to Nil unidentified entries in Nostro account.
- Took the initiative in creating comprehensive SOPs for addressing existing reconciliation issues, ensuring process standardization.

Assistant Manager, Reconciliation ICICI BANK LIMITED April 2010 - May 2012

- Executed reconciliation of Nostro & Office a/c for countries UK, Canada, US, and Germany.
- Computed investigations of foreign payments and forex deals using SWIFT minimized the outstanding entries in the reconciliation by 5%.
- Collation and repatriation of all returned funds/unutilized funds for clean payments.
- Collaborated with the reporting manager to identify areas for process improvements and automation, resulting in a 40% reduction in manual data entry tasks and saving 20+ hours per week in administrative work.

Officer, UK India Operations ICICI BANK LIMITED Jan 2008 - March 2010

- Processed outward Remittances for UK geography and transaction processing of UK customers through BACS, CHAPS, and SWIFT, with a daily volume of 500 transactions.
- Collaborated with the International Operations team to execute the processing and customer queries, decreasing the queries by 12%.
- Performed Debit Card reconciliation and handled the chargeback process.

Education

Executive Post Graduate Certification in Financial Management

IIM - Kozhikode

Jan 2021 - Dec 2022

Post Graduate Diploma in Banking Operations

NIIT - IFBI

Oct 2007 - July 2008

Certifications

Certified in Securities Markets

2023

NISM

Certified in Insurance

2023

IRDA

Additional Skills

- Banking Operations
- Sales
- Nostro and general ledger reconciliation
- Team Management
- Remittance Processing
- Forex Operations
- Ms Office
- Daily Reconciliation
- Escalation Management
- Manual Testing
- International Fund Transfers

Technical Skills

- Flexcube
- Tableau
- Finacle
- Amlock Name Screening
- Finacle customer relationship management
- SWIFT
- SMSA

Achievements

- Awarded for the month of July for maximum Credit card sales in the unit (2023).
- Corporate International Operations Group Ratna Award (2011).
- International India Operation Group Ratna Award (2009).
- Organized a Go-green campaign in the International India operations group (2010).
- Beyond Call of Duty award for debit card reconciliation (2008).