

ROMANIA MARIA ADEN

Senior Client Operations Specialist

Dedicated finance and accounts professional with history of meeting company goals utilizing consistent and organized practices. Skilled in working under pressure and adapting to new situations and challenges to best enhance the organizational brand. Methodical and detail-oriented team player with expertise in team leadership. Ensuring to work effectively with cross-functional teams thereby maintaining operational and service excellence.

Work History

2020-12 -
Current

Senior Client Operations Specialist

JP Morgan Services India Pvt Ltd, Bengaluru
Process: Client Onboarding and Renewals and Remediation Team

- Facilitated over 50 new client onboarding process and investment account setups.
- Verified ownership and transaction information and dividend distribution instructions to check conformance with governmental regulations using stock records and reports.
- Identified potential areas of compliance vulnerability and risk to develop and implement corrective action plans.
- Adjusted end-to-end KYC process needs to align with workforce capabilities.
- Determined customer risk ratings based on analysis and research findings.
- Conducted thorough reviews for high risk clients based on stratified risk level guidelines.
- Performed over 25 periodic reviews and reports on merchants to comply with rules, regulations and KYC requirements.
- Partnered with client-facing teams to collect legal documents and associated information for regulatory and internal policies.
- Facilitated communication with onboarding team to gather information and onboarding documentation.
- Researched and interpreted corporate documentation to determine business and ownership structure.
- Supported KYC processes for prospective and existing customers.
- Analyzed and investigated clients to conduct

Contact


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Skills

- English proficiency  Excellent
- Written and Oral Communication  Excellent
- Teamwork and Collaboration  Excellent
- Research expertise  Excellent
- Flexible and Adaptable  Excellent
- Agile Learner  Excellent
- Multitasking Abilities  Excellent
- Analytical and Critical Thinking  Excellent

detailed customer due diligence and enhanced due diligence review.

- Offered internal support for audit, compliance and reporting activities.

Microsoft Office

 Very Good

SAP

 Very Good

2019-04 -
2020-02

Account Coordinator

Deluxe Entertainment Services India Private Ltd, Bengaluru

Client: Disney Studios and Universal Studios

- Set-up 20 projects and handled kick-off meetings.
- Coordinated on a daily basis with clients via Skype calls in London and U.S.
- Resolved issues through active listening and open-ended questioning, escalating major problems to manager.
- Daily communication with internal departments for a smooth and timely delivery of projects.
- Ensuring enough materials or information is provided for every project that is starting.
- Managed billing and cost estimation of projects.
- Responded to client emails daily in a timely manner.
- Facilitated weekly status reports, project documentation and client billing.

2016-11 -
2019-04

Senior Accounts Payable Analyst

Accenture Solutions Pvt Ltd

Client: Restaurant Brands International Inc

- Worked on software's like SAP ERP, Dolphin and Kofax Matching PO's supporting documents according to department guidelines
- Prepared invoices for disbursement utilizing a variety of automated workflow and manual data entry processes
- Streamlined daily reporting information entry for efficient record keeping purposes.
- Received vendor invoices, validated for accuracy and routed for approval to prepare for payment processing.
- Identified opportunities and risks in accounts payable process to improve standard operating procedures.
- Maintained invoice discrepancies and work with vendors and RBI onshore Team for resolution
- Scheduling and assigning work on daily basis
- Processed 150+ supplier invoices daily for goods and services in Canada and U.S
- Computerized recordkeeping systems, initiating and maintaining financial accurate and current tracking in Microsoft excel duties.

2015-01 -
2016-10

Accounts Executive

Naseema Institute of Speech and Hearing

- Reviewing and compiling of financial information

- Built and strengthened relationships with new and existing accounts to drive revenue growth.
- Reviewed accounts monthly to monitor and track customer satisfaction and complaints.
- Collaborated with internal teams to develop account strategy.
- Providing support for clients by learning about and satisfying their needs
- Building long-lasting, mutually beneficial relationships with external contacts and internal departments to create a better customer experience
- Maintaining day-to-day cash inflows and outflows
- Reporting daily, weekly and monthly fund statements
- Completing all activities on the same day without keeping any pending work.

Education

2010-07 - 2013-08	B.Com: Finance And Accounts <i>C.V. RAMAN UNIVERSITY - Bengaluru, India</i>
2008-06 - 2010-07	GED <i>THE FRANK ANTHONY PUBLIC SCHOOL, ISC - Bengaluru, India</i>
2007-06 - 2008-06	High School Diploma <i>THE FRANK ANTHONY PUBLIC SCHOOL, ICSE - Bengaluru, India</i>

Additional Information

Professional Awards:

- Accenture Solutions India, Business Star Award (3 months consecutive)
- JP Morgan Services, multiple client appreciation emails for Work Ethic and Time management.

Interests

Interact with people of different cultures.

Local meetups

Reading crime and sci-fi novels

Travelling