

RESUME

P.S.PRIYANKA
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Career Objective:

To associate with an organization which provides me an opportunity to show my proficient skills and to pursue a challenging career that will enhance my knowledge and helps to build a successful career.

Organization details :

ICICI BANK PVT LTD.

Process: Trade Finance Operations

Designation : Manager

Period : Dec 2018 – Till date

Job Profile

- ❖ Working as a Manager, from Dec 2018 till date in Global Trade Service Unit, which handles the Trade Finance Operations of all the branches across India.
- ❖ Exports and imports of goods from india to all over the world following the guidelines of R.B.I
- ❖ Maintain the records of exports and imports transactions according to the procedures of R.B.I.
- ❖ Handle escalated calls from Supervisor level and more complex inquires
- ❖ Monitor employee accuracy and conformity. This included reviewing reports, identify individuals and team requiring re- training, and recommendations to procedural changes
- ❖ Expert in all functions performed by members within the team.
- ❖ Development, analysis and improvement of new strategies and procedures.

- ❖ Review process and identify lean, process improvement ideas & automation opportunities to simplify the process and increase efficiency resulting in sustainable saves.
- ❖ Development, planning, and implementing short- and long-term goals
- ❖ Conduct monthly grievance and feedback session with team
- ❖ Conduct weekly team meetings to discuss updates, statistics, and other information.
- ❖ Leads team and ensures all escalation/issues are handled appropriately and according to company policy.

Leadership and team management:

- ❖ Enhance the team's performance through team building activities and effectively handling the conflicts.
- ❖ Handled a team of 2-6 as per the work structure.
- ❖ Setting targets for each team member and achieving TAT with 100% accuracy.
- ❖ Coordinate with the operations team for day to day transaction processing.
- ❖ Providing solutions for different types of queries to handle GR's
- ❖ Adaptable and a quick learner possess skills to work under pressure.
- ❖ Best at identification of problems and improvisation of the available solutions.
- ❖ Always being updated with the new process instructions released by internal and external regulating authorities.
- ❖ Work experience in Documentary and Clean Collections lodging export and import Bills, Acceptance, and export bill discounting.

Organization details:

Cognizant Global Services Private Limited (est while Core logic India Private Limited), Hyderabad.

Process: US Property Tax (Convert & pay).

Designation: Senior Process Executive

Period : Aug 2013 to Dec 2018

Job Profile:

- ❖ Joined as a Process Associate for U.S Mortgage & Property Tax Dept.

- ❖ Verifying the property taxes of the Borrower.
- ❖ Disbursed various tax amounts for mortgage loans of Chase Bank, serviced by Core Logic
- ❖ Delivered Payments made on accounts keeping in mind the policies of Specific states & laws.
- ❖ Maintaining 100% Accuracy in Processing & reporting Property Taxes to the Client
- ❖ Regular interaction with the client for an adequate update of the process.
- ❖ End to End process includes – Making payments, cutting Checks, Notate the accounts & service different kind of accounts.
- ❖ To maintain Quality as per Business Area and to maintain RPH as required target.
- ❖ Payment of TAR's following predefined measures or guidance provided by the client.
- ❖ Also have provided floor support for the TAR team.
- ❖ Coordinate with the operations team for day to day transaction processing.
- ❖ Quantitative Primary research on payments data & reporting.
- ❖ Analyzing & resolving payment issues and Refunding.
- ❖ Working in team and taking ownership of projects, planning the work and proper execution of work plan so as to derive client satisfaction, high motivation and efficiency.
- ❖ Organizational skills to manage workload, which may involve working on multiple work types & Data requests.

CORE COMPETENCIES:

- ❖ Preparing procedure documentation, Process Flow and Understanding
- ❖ Working on different format of data files to generate the reports as per Client requirement
- ❖ Preparing the Daily Reports on Account Payments
- ❖ Responsible to deliver all regulatory reports in time to management on daily basis.

PERSONAL SKILLS:

- ❖ Excellent communication with interpersonal skills.
- ❖ Excellent analytical and decision making skills.
- ❖ Self-motivated, ability to prioritize make routine decisions independently.
- ❖ Quick learner and have under gone multiple process and tool training and deliver with accuracy and speed.
- ❖ Enthusiastic and an efficient team player.
- ❖ Apart from the above specified activities
- ❖ Audit the Client application to avoid the discrepancies.
- ❖ Escalating Queries to Client regarding process and regular interaction with the client for an adequate update of the process

Previous Experience Summary:

Company : Genpact India Private Limited, Hyderabad

Designation : Process Associate, Band 5B
Department : GE-Energy -Billing
Period : July 2011 to Aug 2013

Organization details:

Worked with Genpact and our client is "GE-Energy"
GE-**Energy** provider of services to the turbines in United States and all over the world.

Job Profile:

Reconciliation

- ❖ Hours calculation on a weekly basis and validating it on a daily basis according to the policy wise
- ❖ Tracking the hours report on a daily basis
- ❖ (Where we check the amount is correctly billed to the Customers for the services rendered to them and vendors are paid correctly for their services)
- ❖ Doing the payroll tickets research on the open items and checking the reason for the resolution for there payments.
- ❖ Month wise Ageing on the missing hours for the payment, which will help the client to know how many hours yet to release to the payment
- ❖ Tracking the hours how many hours have been submitted on time and how many are late submitted for the payment process.
- ❖ Work with Payroll and AP team to meet the accuracy and TAT
- ❖ Take-up calls with client every month & clear open items
- ❖ Preparation of dash board on a weekly basis and explaining to the client regarding the weekly dash board.

Key Achievements in current role:

- ❖ Received the 'Star of the month' award in July & Sep -12
- ❖ Eliminated the manual work of the team which consumes lot of time.
- ❖ Runner up in Dance and music inter competition held at Genpact level.

Apart from the above specified activities

- ❖ As an active team member I have taken initiative for all the extracurricular activities held in the process.
- ❖ Took the initiative of conducting presentations every week.

Strengths:

- ❖ Smart worker
- ❖ Quick learner
- ❖ Positive attitude

Courses:

- ❖ Accounting software – Tally9
- ❖ MS-office 2010 (Excel, Word, PowerPoint & Access)
- ❖ Advanced excel trained from Genpact
- ❖ Essential communication skills.
- ❖ Email writing skills
- ❖ Corporate etiquette

Educational qualification:

- ❖ M.B.A (finance) from (JBIT)college of management
- ❖ B.com (regulars) from Kasturba Gandhi Degree College Affiliated to O.U.
- ❖ Intermediate from Kasturba Jr Gandhi College, Hyderabad.
- ❖ SSC from Keyes high school for girls, Secunderabad.

Personal details:

Name	: P.S.Priyanka
Husband Name	: G.Shashi Dev
Date of Birth	: 22 nd April 1988
Nationality	: Indian.
Languages known	: English, Telugu and Hindi.
Marital Status	: Married.
Hobbies	: Listening to music, Dancing.

P.S.Priyanka