**PARUL SINGH**

Mobile:9673528307 ~ E-Mail: parul.15.singh@gmail.com

**To constantly learn new processes that will enhance my technical and analytical skills and will enable me to achieve greater success in my career along with organizations growth**.**Seeking senior level assignments in the areas of Trade Services & Credit, Corporate Banking with an organisation of repute.**

**Educational Qualification**



* B.Com (Accounting and Finance) from Mumbai University (Viva College) scoring 70% in the year 2011.
* Post Graduate Diploma in Management (PGDM) specialized in Financial markets from Mumbai scoring 2.55/4 CGPA in the year 2014.

**PROFESSIONAL PROFILE**



**Client Relationship Management**

* Managing customer centric trade operations & ensuring customer satisfaction by achieving delivery & service quality norms.
* Ensuring that highest service standards are maintained for portfolio of premium clients for trade services.
* Building and maintaining healthy business relations with major clients, ensuring the customer satisfaction by achieving delivery and service quality norms.

**Team Management**

* Leading & monitoring the performance of team members to ensure efficiency in operations specially credit administration and meeting of individual & group targets.
* Creating and sustaining a dynamic environment that fosters development opportunities and motivates high performance amongst team members.

**CAREER SKETCH**



***JP MORGAN CHASE BANK N.A***

***Oct 14 – March 21 (6 years and 6 month) Business Analyst –India Trade Finance***

**Accountabilities**

* Monitor Client Service Mailbox for all queries originating from external and internal clients and take it to closure.
* Manage escalations from Corporate and FI clients
* Follow-up on Account Receivables, pending acceptance for LC bills and Collection Bills, Purchase Order for PCRE/PCFC cases, Advance against Exports, Merchanting Trade, IRM outstanding and closure of Shipping Bills on EDPMS.
* EBRC processing for all export documents processed with verification and registration of documents to process as per RBI guidelines.
* EBRC making for export benefits.
* Handling all types of export (Goods, Services Software).
* Documentation for export direct dispatch through bank and export regularization document submitted for record purpose with bank.
* Preparing bank and customer reconciliation.
* MIS reporting to management for all documents.
* MIS for EDPMS reporting.
* Maintaining export controlling process MIS.
* Advance against export management report.
* Handling merchant trade transaction and payment process.
* Handling customer for export more than 250.
* Provide MIS to clients including pre-agreed periodic MIS and MIS required on an adhoc basis.
* Inform client on the list of accepted import collection bills/import LC bills and buyers credit maturing in the month to help client manage funding on respective bills maturing.
* Arrange and participate in client calls as per client requirement or relevant stakeholders.
* Conduct Client Service Reviews along with Business Team Sales and publish the results to relevant stakeholders.
* Report Appreciations, Errors and Complaints to the Global team by registering under a share point.
* Share Advices with corporate and FI clients via email. List of activities include Debit/Credit Advices, remittances copies and other transactional advice that the client may require.
* Share tracking details with clients for export documents sent to Issuing/Collecting Bank.
* Resolution of Trade enquiries from premium client, and to take operational decisions to resolve issues.
* Regular meeting with clients to understand their trade requirements.
* Ownership of trade transactions of premium clients for maximizing the trade revenue.
* Managed Team for End to END process.

**Highlights:**

Facilitated by the department head as the **Best Employee** of the department in the year 2019.

**PERSONAL PROFILE**



Date of Birth : 15 April 1991

Address : A -202 Padmini Apt. Amar Mahal, Chembur, Mumbai-400071

Languages Known : Hindi and English