Suchita Porecha

Flat number 10, Kalpakawadi Kalpakkam,

Plot number 49, Chheda Nagar,

Opposite Usha Building,

Chembur West,

Mumbai 400089

9870298000

suchita.porecha@gmail.com

**Objective:**

To secure a position as a Fund Servicing Specialist, utilizing my experience in back-end operations, transaction processing, and client service to ensure the efficient and effective delivery of high-quality fund services.

**Summary:**

A skilled and experienced Fund Servicing Specialist with a track record of success in back-end operations, transaction processing, and client service. Strong experience in SWIFT, MT103, FileGateway, and customer service. Proficient in MIS, Microsoft Office and data entry.

Fluent in English, Hindi, French, Gujarati, Marathi, and Kutchi.

**Professional Experience:**

**JPMorgan Chase and Company, Mumbai, Maharashtra** (November 2020 – Present)

Fund Servicing Specialist

* Process expense payments for EMEA mutual fund clients on the custody and accounting interface.
* Collaborate with internal teams to ensure timely and accurate transaction processing and fund operations.
* Provide high-quality client service and manage client inquiries and concerns.
* Ensure compliance with regulatory requirements and report on all regulatory compliance matters.

**Intelenet Global Services, Mumbai, Maharashtra (March 2015 - October 2018)**

Sr. Customer Service Executive

* Processed SWIFT, MT103, and FileGateway transactions for clients.
* Handled MIS and onshore calls for client inquiries and concerns.
* Ensured timely and accurate transaction processing and fund operations.
* Developed and implemented new procedures to enhance efficiency and productivity.

**DCB Bank, Mumbai, Maharashtra** (June 2019 - June 2020)

Customer Service Associate

* Handled different outbound calls pertaining to banking, including clearing and moratorium calls.
* Provided high-quality customer service and resolved customer queries and concerns.
* Collaborated with internal teams to ensure timely and accurate transaction processing and fund operations.

**Education:** Bachelor of Arts in Psychology, Mumbai University in 2010

**Certifications and Licenses:**

* DELF A1 - April 2014
* DELF A2 - May 2015
* DELF B1 - May 2016

**Skills:**

* Strong knowledge of SWIFT, MT103, FileGateway, MIS, and Microsoft Office.
* Fluent in English, Hindi, French, Gujarati, Marathi, and Kutchi.
* Strong customer service and communication skills.
* Proficient in data entry, typing, and computer skills.