Gargi Mathur

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Jaipur {Rajasthan}

302020

1. Career Objective:-

To obtain a challenging position in a reputed organization, creating a customer friendly environment and achieve the organization goal by using the knowledge gained in Investment Banking with effectively tuned attributes of teamwork, sound communication skills and the drive to seek excellence.

1. Work Experience:-

March 2017 till current date : Teleperformance, Jaipur (Raj.)

**Customer Experience Specialist/Communication Coach**

* Providing pre-process training to the new hires on communication, world culture & soft skills
* Rigorous TNI of the associates basis thresholds and providing refresher trainings time to time
* work closely with Ops and Quality to bridge communication opportunities identified in focused group by delivering effective coaching to the associates
* Conducting assessments for new hires and on roll agents & sharing feedback
* Audit calls basis set parameters/guidelines and coach focus group consultants on the identified opportunity areas
* Upskilling SME and Supervisors on communication and customer experience skills
* Maintain and publish required training reports and trackers and follow up
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November 2016 to February 2017

* Working as a Technical Support Executive in an international process
* Providing best customer service and resolved customer queries over Call
* Attending inbound calls and provide Technical Support to the prospective customers Handle escalations

October 2011 – March 2016

**Operations Analyst at Deutsche Bank**

Job Profile from July 2012 – March 2016 (**Loan operations** in Netherlands and Italy)–

 Loan operations team is responsible for providing Loans, pre-defined limits as OD, bank guarantee, letter of credit, collaterals etc to its customers.

 Also engaged in production for process migrated from Italy including MIS, reconciliation and volumes both 2 eye & 4 eye.

 MIS handling including EOD Reports, reconciliation and Daily reports of the BAU done.

Job Profile from March 2012 – June 2012 (**Derivatives**) –

- Working in DTCC Client On boarding team under Derivative Documentation process and making funds live on DTCC for all three asset classes (Credit, Rates and Equities).

-Performing day-to-day liaising with chasing reps globally to maximize Credit, Equities and Rates trades matching via electronic matching platforms.

-Day-to-day resolution of issues, ensuring a 24 hours turnaround of all email enquiries and prioritizing trade-related enquiries, and collating Reports for Various MIS purposes

Also cross trained in Transmission Gateway process within credit asset classes, which includes storing of the client confirmation in the correct folders of the respective deals b/w Deutsche Bank and counterparty.

* Moved to Derivatives Rates documentation team as the chasing rep for onshore clients, responsible for executing and matching off the trade b/w the counterparty and Deutsche Bank
* Managing as well as clearing the high volumes which comes under the daily SLA of the schedule.

Job Profile from October 2011 – February 2012 (**Global Cross Business Service**) –

* Supported Audit confirmation for London.
* Preparing & providing Financial Reports & Data to BIG FOUR for the Statutory Audits on client requirement or at year end regarding all the open market position of client.
* Responsible for preparing the Reconciliation & Analysis of various Financial Products, i.e. Foreign Exchange, REPO, Money Market, Derivatives, FX option Future & options etc. for the Sub ledger feeding for London & Frankfurt Site.
* Responsible for Collecting the open market position of client from Deutsche Bank internal systems and software and preparing the statement and send across to client.
* Handling the Requests & providing the approval after checking the SET-UP of Financial Instruments in Internal system.

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| Education:-  B.A (Economics, Hons.)  *Sophia College, Ajmer*  *(RU, Jaipur)*  *Aggregate- 60.00%* |  |
| **Senior Secondary**  *Sophia Senior Secondary School*, *Ajmer*  *(CBSE, New Delhi)*  *Arts stream with aggregate 70%* |  |
| **Secondary**  *St’ Mary’s Convent School*  *Dehradun (UK)*  *Aggregate- 75%* |  |