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Henry Jones Inbaraj

**Objective**

* To expose myself to new areas, learning and to improve my skills and to collaborate purposefully across boundaries.
* To join the Banking world to provide better solutions and aspiring CIFC Candidate and to join the customer service role to make the customer’s life at ease.

**Work Experience**

**Current Organization**: RBS Services India private Limited (NatWest Group)

**Designation**: Senior Customer Service & Operations Analyst

**Experience**: 2 Years 9 Months

**Job role:** To board the customer into the product/services that they availed and to attend the concerns and queries from various stake holders by following service line agreement. Maintains and records customer’s banking account information in an IT tool.

**Job Profile and Product Knowledge**

|  |  |
| --- | --- |
| **Department** | **Roles & Responsibilities** |
| Mortgage Operations | Funds have to be investigated and posting of transactions on the data base systems. KYC and all other documents have to be indexed with the customer account and also to check the affordability. |
| Financial Crime Operations (Anti- Money Laundering) | Analyst has to look for opportunity to simplify the bank’s process, responding to queries from stakeholders promptly and within our service targets, perform in well fast paced environment and should have presentational skills to deliver to deadline, authorize and investigate transactions, identify red flags, unusual & suspicious pattern in the wire transfer and generate full report on high risk transaction with evidences. Its main objective is to combat money laundering activities, financial crimes occurred using financial institution to avoid reputational damage and fines from regulatory body. |

**Awards, Achievements & Certification**

* Agile Level 1 certified
* Diploma in RPA (Robotic Process Automation – Ui Path Training)
* Best volunteer Award for community service
* Living Our Values (LOV) Award for serving Customers
* Simplify the Bank (STB) Ideas 7 logged and 1 implemented
* Spot Ovation for serving Customer & Thinking long Term – 2 times
* Bronze Ovation for excellent Team work

**Academic Information**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Degree/Course** | **Institution/ School** | **Board/ University** | **Year of Passing** | **Percentage** |
| PGDM in Big Data Analytics | Lambton College, Mississauga | Ontario Public College | Currently Pursuing | **-** |
| B.Sc. Mathematics | Loyola College – Autonomous | Madras University | 2019 | 89.80% |

**Technical Skills**

* MS Excel
* MS word
* MS PowerPoint

**Competencies**

* Good understanding of risks involved in a role and has the good ability to mitigate it.
* Good knowledge in banking and also have end to end process knowledge about mortgage journey
* Good knowledge in customer centric roles and conflicts of interest would be handled in the best interest of the customer.
* Exhibited leadership quality in Lean tool project.

**Availability**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Days** | **Monday** | **Wednesday** | **Thursday** | **Friday** | **Saturday** | **Sunday** |
| **Availability** | **From anytime**  **Till**  **5:30 PM** | **Anytime** | **Anytime** | **From anytime**  **Till**  **5:30 PM** | **Anytime** | **Anytime** |