

Jaya Chaudharie

Client Support

Kaggadasapura, Bangalore, India

+919986648880 · jayachaudharie@yahoo.co.in

➦ [LinkedIn](#)

Skills

Teamwork

Leadership Skills

Adaptability

Ability to Multitask

Ability to Work Under
Pressure

Computer Skills

Ability to Work in a Team

Communication Skills

Customer Service

General Insurance

Swift (Programming
Language)

Onboarding

Customer Support

Market Research

Symbiosis

Online Banking

Distance Learning

Team Management

Profile

- Work experience of 7 Years in the Banking & Insurance division of Multinational organizations in Bangalore and Lucknow supporting Retail Operations, Customer Service, Branch Banking Services, Clientele Services & Back Office Operations.
- Team Management experience of 2 Years • Pursuing Distance Learning Academics as a Master in Business Administration (Specialized in Business Management) from Symbiosis Institute of Business Management, India, Pursuing PMP Certification • Excellent Communication, Interpersonal Skills and a Assertive Team player

Employment History

Project Lead, Dowell Research Singapore

Present

Globally for the collection of survey details for financial industry in collecting the details how the consumers use online Banking services and how frequently they use it. Secondly I handled the team of sale agent to sell software application to the clients which include training ,demo videos ,creating demo account etc. Handling customer support team as well.. Handled the Team of Business Development

Backend Operation Manager (Team Lead) &, Paysim Technologies India Pvt Ltd

January 2016 — Present

- Worked as Backend Operation Manager (Team Lead) & Handling Distributor agreements, Retail Outlet Enrolment process (i.e Karnataka, Delhi, Mahrastra), making Agreements for Distributors which include the KYC for forms of agreements, Distributors Agreements, Handled Banking Alliances (i.e A/c Opening procedures with documentations, onboarding certain banks for B2B Model for the transactions and buying the stocks, looking a part of fund loading, handled team queries as well as distributors queries and vendor management and infra management

Retail Lending Operation, Anz Bank.

January 2015 — Present

assessment of the mortgage for the customer properties (i.e Australia) and providing the Approval or decline for the applications, applying the 5C's of credit for the complete assessment of the application, calling up the brokers for the further required documentation to complete the assessment of the entire file,

Banking Services

Communications

Operations

Risk Factor

Management

Front Office

Business Operations

Research

Due Diligence

Retail Banking

Vendor Management

Business To Business

Stocks (Inventory)

Customer Satisfaction

Data Entry

Remittance

Business Administration

Languages

English

Hindi

Bengali

Co-Ordinate with the Data Entry team for immediate Merger of Customer Profiles in Australia to complete the validation of the file within the SLA time, done a part of tile search for the mortgage properties and worked in multiple shifts.

Retail Banking Operations(Team Lead), HDFC BANK LTD

January 2013 — Present

Worth (Individual & Corporates), Manage Day-to-Day Administrative activities of the branch for smooth flow of Business Operations, Performed inward remittance for the Customers (NEFT/RTGS/SWIFT/DD/MC), Operationalize and Authorize the Salary Disbursement to the Govt employees (i.e. LIC) of the branch, handled the process of Outward Cheque Clearing, Managed EOD reports and cash related transactions, Handled escalations and customer queries, ,Handled vendor management

Retail Banking operation(Team Lead), INDUSINDBANK LTD

January 2010 — Present

Manage and resolve priority complaints & queries from High Net Worth Customers(Individuals & Corporate), Prepare, Authorize and Acknowledge EOD Reports for the Branch, Open & Initialize CA/SA for Customers and complete KYC & other related documents directed as per Bank & RBI guidelines, Performed remittance's for the Customers (NEFT/RTGS/SWIFT/DD/MC) & Cheque Clearance, managed the entire Branch during the tenure in the absence of a Branch Manager and handled the team of 5, Manage Vendor payments and also process Salary Disbursements for Govt and private company Employees, Manage and handle Deliverables such as Welcome Kit, Cheque Books, Bank Stationaries and also process Doorstep Bank facilities for the Customers as per client requirements, Handled Escalations and queries of the customers, Handled the projects like Deliverables and Doorstep banking and handled the transactions for the same.

Retail, Bharti Axa Life Insurance Co. Ltd.

January 2008 — Present

analysis. Record and escalate customer complaints in the Business System, Managing Proposal Login and Quality Checks of Proposal forms & Maintain various business related trackers – Cheque Dishonour, Policy Lapse Details & Premium overdue details, Handled training sessions for products and system process, handled the vendor management and admin responsibilities.

Education

Master of Arts, Lucknow University Lucknow University

January 2005

Bachelor of Arts, Avadh Girls College, India Lucknow University

January 2003

P.U.C / 12th, Radiance Pre-University College

January 2000

S.S.L.C, Navyug Radiance High School

January 1998 — January 1998