**LOVINA MACWAN** Macwanlovina111@gmail.com

Leadership, Decision Making, Quick Learner, (+91) 9512047125

Passionate about a new thing

**SKILLS**

|  |
| --- |
| * Market research * Strategic thinker * Critical thinking * Strong time management * Team Leadership * Project Management * Process Implementation * Multi-tasking ability * Time management * Adaptability * Customer-oriented * Client assessment * Risk Management Payment processing * Customer service |

**TOOLS**

* Microsoft word
* Microsoft Power-point
* Microsoft Excel
* Microsoft Outlook
* Power BI

**LANGUAGES**

* English
* Hindi
* Gujarati

**EDUCATION**

|  |  |  |
| --- | --- | --- |
| **Degree** | **Institution** | **Score** |
| BBA ITM (honors) | SEMCOM College | 59% [2012] |
| HSC | Mar Gregorious Memorial School | 55% [2008] |
| SSC | Mar Gregorious Memorial School | 66% [2006] |

**EXPERIENCE**

**ICICI Bank – Relation Manager**

Apr 2023 – Till date

* Working as Relation Manager for ICICI Bank.
* Providing customer service for any of the Financial requirement related to bank.

**TATA Consultancy Services -- Information processing enabler**

Jun 2022 – Mar 2023

* Working with a team for TCS internal website –monitoring processing of various applications on website.
* Monitoring the working of myriad application on SAP module and escalating if any issue is observed or occurred.

**TATA Consultancy Services** — **Information Processing Specialist**

**Apr 2019 – May 2022**

* Sanction screening to handle all the activities performed in the transaction and stop the unusual activities.
* Working with the team of sanction checks – a specialized check that identifies individual, entities which are prohibited for certain activities or industries.
* Handling multiple countries with optimum compliance.
* proactive towards the adherence of the task and completion

**TATA Consultancy Services** — **Analyst BFSI**

Aug 2017 – Mar 2019

* Processing the transfer of funds which includes outgoing and incoming payments in local and foreign currency initiated in Flexcube and Citidocs.
* Preparing reports for the daily activities and monthly metrics.
* Maintain Process inflow and outflow treasury report, MIS data to Management.
* High performance processing to manage high volumes of traffic
* Coordinating with other departments like CitiServices, compliance team and treasury group for the smooth running of the operations.

**TATA Consultancy Services.,** Process Analyst

May 2012 - Jul 2017

* Single point of contact for the process of Final Inspection for all the data complied as per the client prerequisite.
* Single point of contact for the direct delivery of the data to end client as per the frequency set for some specific clients.
* Creating new database as per the client requirement for the product and market and thus there after maintaining the same with the request modifications.
* Compiling Italian products based on product, market and other facts as per the client requirement and maintaining the same on the specified platform.