



## ARWA BALDIWALA

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### OBJECTIVE

To work in challenging environment and avenues for growth wherein my capabilities will be best utilized for the organization's growth, thereby reaping mutual benefits

### SUMMARY OF SKILLS & EXPERIENCE

Result oriented, proactive and industrious professional with 12 years of hands on experience in the areas of Operations, Finance, Administration, Accounts Management and HR support.

- An effective communicator with excellent relationship building & interpersonal skills. Strong analytical, problem solving & organizational abilities. Possess a flexible & detail oriented attitude.
- Quick learner; Ability to work in both collaborative and independent work milieu; ethical and discreet.

### CORE COMPETENCIES

- **Procurement & Supply chain Management**
- **Operations Management**
- **Product portfolio**
- **Administration & HR support**
- **Accounts Management**
- **Banking Operations**

### NOTABLE ACCOMPLISHMENTS

- Achieved CASA ka Boss award for CASA deployment in ICICI Bank Ltd in FY10.
- Achieved 6<sup>th</sup> position in I-Ratna August'10, for South Gujarat Zone in ICICI Bank Ltd.
- Secured 7<sup>th</sup> position Pan India for Big Boss Contest in ICICI Bank Ltd organized in last quarter FY 08.
- Received Trophy of Appreciation from Regional Head Branch Banking for Highest Number Account Opening.
- NISM Certified in the year April 2013.

### EMPLOYMENT HISTORY

**Wockhardt Bio AG Dubai (UAE)**

**(Aug'15 – At Present)**

**Assistant Business Development**

- ✓ **Procurement & Supply chain management for Australia, New Zealand, Far East & Balkans**
- ✓ *Negotiating and finalizing preferred service partners, SAP system set up for approval chain and release of PO's and Invoices.*
- ✓ *Handling temperature control shipments.*
- ✓ *Liaising with multiple European partners for timely supply of goods,*
- ✓ *Planning new product launches to ensure early commercialization of new products.*
- ✓ *Forecasting and demand planning along with commercial team.*



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- ✓ *Product recall management.*
- ✓ Operations Management
- ✓ Product Portfolio management.
- ✓ Supporting HR for employees leaves and muster maintenance
- ✓ Travel arrangement for employees
- ✓ Processing of employees bills and claims taking necessary approvals
- ✓ Supporting team in handling Supply and Distribution Agreement and Non-Disclosure Agreements.
- ✓ Arranging for Visa and Hotel bookings for employees.

### **Pan Asia Infrastructure FZ LLC Dubai (UAE)**

**(Jul'14 – Jul'15)**

#### **Accountants & Finance**

- ✓ Handling Company's Account
- ✓ Preparing Financial Statement
- ✓ Preparing Lease Contracts
- ✓ Employment Visa Processing
- ✓ Processing Invoices
- ✓ Preparing Salary
- ✓ Processing Vendor Payments

### **HDFC Bank Ltd, Vapi (India)**

**(Jan'12 – Apr'14)**

#### **Assistant Manager /PB and Cash Officer**

- ✓ Customer Service: Processing of customer request and complaint with satisfactory resolution and follow-up.
- ✓ Handling Cash as Joint Custodian of Main Vault.
- ✓ Processing of Cheque Returns, RTGS and NEFT.
- ✓ Salary Uploading of Companies.
- ✓ Handling of day to day cash and clearing transactions.
- ✓ Verification of Day end reports and vouchers.
- ✓ Internal Audit Verification.
- ✓ Cross-selling of Bank products like Savings Accounts, Current Account, Recurring Deposits & Loans and Third Party investment products like mutual fund & life insurance.

### **ICICI Bank Ltd, Valsad (India)**

#### **Customer Service Officer**

**(Nov'09 – Dec'11)**

- ✓ Very well acquainted with overall Branch Operations of retail banking branch.
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- ✓ Customer Service: Processing of customer request and complaint with satisfactory resolution and follow-up.
- ✓ Processing of Cheque Returns, RTGS and NEFT.
- ✓ Salary Uploading of Companies.
- ✓ Handling of day to day cash and clearing transactions.
- ✓ Verification of Day end reports and vouchers.
- ✓ Maintenance of MIS for the branch achievements and submission to Regional Office.
- ✓ Effective cross-selling of investment products like mutual fund, life insurance, fixed deposits.
- ✓ Training new joiners' and nurturing them towards organizational objective.

### Branch Liability Desk Controller Valsad (India)

(July'06 – Nov'09)

#### Key Deliverables

- ✓ Sourcing new business, closing deals for achieving Fee income and liability products.
- ✓ Maintenance of Regional MIS and submission to Regional Office.

#### TRAININGS AND SEMINARS

- Personality Development Trainings- Sales Development, Personal effectiveness and Passion at Work in ICICI Bank.
- Training of Banking software's – Flexcube, Finacle, Finware , Finware Host, VBMS and Finnone.
- Training of Company software – Financial Accounting, Tally and SAP.

#### ACADEMIC PROFILE

- Diploma in Management from IGNOU, New Delhi (India) 2010.
- Bachelor of Commerce from South Gujarat University, Surat (India) 2006.
- Higher Secondary from Gujarat Higher Secondary Education Board, Gandhinagar (India) 2003.
- Senior Secondary from Gujarat Senior Secondary Education Board, Gandhinagar (India) 2001.

#### PERSONAL VITAE

Date of Birth: 20/05/1985  
Languages Known: English, Hindi & Gujarati.  
Driving License: Valid UAE Driving license.