**Jayashree Joshi**

**Contact: +91 9594054918 / jc12682@gmail.com**

B-7, Suchak CHS, Next to ICICI Bank, Murbad Road, Purnima Stop, Kalyan (W) - 421301

## BACKGROUND

CAREER SNAPSHOT

###### Education

* **B. Com.**

###### Organization Chart

* **Accenture Services Pvt. Ltd**
* **ICICI HFC LTD**
* **ICICI Bank**

**Skills**

* **Commitment towards work with complete dedication.**

**Languages**

* **English**
* **Hindi**
* **Marathi**

**Hobbies**

* **Traveling**
* **Cricket**
* **Table Tennis**

**Date of Birth:**

**12th June, 1982**

**Knowledge:**

* **MS – Excel – V look up, Pivot table etc.**

To apply my skills, knowledge and experience in the field of Banking & Finance with a clear objective of bringing personal as well as professional growth.

## Organization Chart

**Accenture Services Pvt. Ltd.**

Feb, 05th 2014 to till date

Designation: Project Coordinator - PMO

**Role Description:**

- Performing project resource roll-on and roll-off processes

- Basic scrutinizing/evaluating the resources/profiles as per the project requirement performing capacity management for the project/engagement

- Maintaining data for resources on/off the project along with their access to the tools and also tracking the access request for extension or revoking purpose.

- Performing project planning, tracking and monitoring till the project go lives – Adhering TAT

- Support day to day running of project admin tasks, reviews and audits

- Produce weekly/monthly project status reports and Dashboards to the Sr Managers and clients

- Maintain financial controls, monitoring, forecasting and budgeting of project expenditure

- Preparing Time and expenses tracker with reconciliation for every fortnight basis.

- Reconciliation of RTC hrs., Time sheet Hrs , WBS report and Time & expenses tracker

- Created Project Plan in MSPS

- Designed and assigned the tasks and setting a milestones for all the resources and follow up with them to get it done

- Maintaining Risks and Issues sheet

- Supporting 6 projects simultaneously under my Sr. Manager in context of resource management and Seat Planning management.

- Handled client visits – logistics and prepare MOM and ensured that the agenda of the client visits is met within timelines – accordingly coordinating with clients

- Have worked on SAP - SOLMAN application to maintain/track the project Functional, Technical, Configuration documents and Test scripts and uploaded the same.

- Worked on MME for Actuals and Forecasts hrs

- Preparing % variance report between Actual and forecasts hrs

- Preparing invoicing part for both onshore and offshore clients and billing them

- Have worked on SAP implementation projects and currently working on SAP Application Development project

- Raise request for access for different tools like ACP, DMS, MME

- Collecting required information from resources to provide access for Client tools/site and forwarding the same to SAP security team

- Procurement related activities for all the projects are handled by me only – placing the order and tracking it later

- Helped Project manager to prepare project charter for projects

- Prepared Quality Management Plan, Configuration Management Plan, Project Management plan under proper guidance of project manager

- Handled escalations from the clients and prepared a root cause analysis

- Tools worked on - Abacus, ACP, Share point, MSPS/PWA, RTC, SAP-SOLMAN, Ariba, MME.

**ICICI HFC Ltd**

10th Dec 2011 – 31st Jan, 2014

Designation: Credit processing assistant

**Role Description:**

- Processing and evaluating the Home loan on the basis of Income and property valuation

- Recruitment process - on Boarding and off Boarding process and sending their relevant information to RCU team for physical verification and creation of ID’s

- Preparing Monthly, Half yearly and Yearly reports

- Evaluating Risk Management with my credit manager and accordingly taking action to auto trigger the problems/error prior - precautionary measures are taken.

- Preparing Disbursement MIS and Sales MIS and accordingly the feedbacks were given by the Regional Head

- OTC, PDD MIS prepared using V look up and Pivot table – bifurcated sales manager and credit manager wise.

Key achievements: Best performer (Highest number of Files and Dockets) on the floor for processing Home loans in Sanctions and Disbursement Tools worked on -: FCRM (raise service request), Finnacle (view account details), CPCS(dedupe) , LAM(internal request) ,APS (basic data entry) , PAS(technical report) ,Omni dox (View documents), Omni Scan (scan documents) , I view (account details),CTL (credit card details).

**ICICI Bank Ltd.**

23rd Sept, 2005 – 23rd Sept, 2008

Designation: Sr. Phone Banking Officer/Bridge TL

**Role Description:**

- Primarily as phone banking officer in Credit card department - Quality barging,

Feedbacks to the team members

- Promoted to Email’s Department – all escalation mail/ grievances are

handled and accordingly action is taken , feedbacks are provided , analyzing the error PBO induced or Bank induced

- Promoted as Bridge Team leader handling a team of 20 officers – training them on the

floor for process and product

- Taking Escalation calls on the floor and accordingly preparing Root cause

Analysis.

- Preparing Weekly, Monthly feedback reports, AHT reports, stack data to the Team leader

Key achievements: Rated 2 in FY 2006-07 and Rated 1 in FY 2007-08 Received appreciation mails for Lowest AHT on the floor for the FY 2006-07 and 2007-08 Tools worked on: FCRM, Finnacle, and CTL.

## Behavioral Skills

* Team-based work style and good interpersonal and communication skills
* Strong analytical and quantitative abilities combined with enthusiasm about leadership and managing customer relationships maturely
* Dynamic and always eager to accept and meet new challenges through a combination of hard and smart work

References would be furnished as requested.

Jayashree Joshi