**Lekshmi R Prakash**

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**CAREER OBJECTIVE:**

A self-motivated and resolute post graduate in management specialized in systems and operations and marketing with 3 years’ work experience in service industry in the financial sector in the foreign exchange department, seeks a responsible and challenging career opportunity that allows the use of administrative, accounting and analytical skills to positively contribute to the organizational goals.

**WORK EXPERIENCE:**

* Company Name - Thomas Cook India Ltd (from June 2017 – present)
* Designation - Assistant Manager (Sales and Operations)

**JOB ROLE:**

* Manages foreign exchange transactions through proper communication with the customers and billing of sale, purchase and outward remittance of foreign currencies, as per statute and RBI guidelines.
* Held the position of Branch-in-charge after a short span of joining service.
* Drafts and maintains business requirements and aligns them with functional requirements.
* Analyzes clients’ requirements and processes the same using document analysis and compliance follow up.
* Handles all branch operations which includes proper KYC documentation as well as regular updation in the process as per RBI guidelines.
* Collects and analyzes business data, produced weekly revenue and sales reports and created and implemented new business plans and strategies to maximise profits.
* Ensures compliance with regard to RBI rules and regulations, AML guidelines and follows laid down circulars by the company and other statutory bodies.
* Ensures controlled staff attrition rate and maintenance of proper discipline and decorum.
* Ensures highest level of customer satisfaction by maintaining close association with customers and providing earnest and hassle-free service.
* Handles queries and provides solutions before TAT and handles escalations.

**ACADEMIC QUALIFICATIONS:**

* Acquired Certificate from IIM Rohtak in **Project Management** – Online Executive Education Programme.

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| **COURSE** | **BRANCH** | **BOARD** | **NAME OF INSTITUTION** | **YEAR OF PASSING** | **Percentage/CGPA** |
| PGDM | Systems & Operations, Marketing | AUTONOMOUS | SCMS Cochin School of Business, Kochi, Kerala | 2017 | 3.19/4 |
| B.TECH | Electronics & Communication Engineering | Kerala University | P. A. Aziz College of Engg, TVM, Kerala | 2014 | 6.9/10 |
| 12th | Physics, Chemistry, Math &  Biology | CBSE | Holy Angels’ School, TVM, Kerala | 2010 | 65% |
| 10th | Physics, Chemistry, Math & General Subjects | CBSE | Holy Angels’ School, TVM, Kerala | 2008 | 85% |

**Projects Undertaken:**

* P G – Undertook a 3 months internship project on **TPM tools and development of SOPs at Saint Gobain India Pvt. Ltd.**, Gyproc Business, Bangalore.
* B Tech - A study of **Energy Management System done in the Kerala State Electricity Board**, Thiruvananthapuram.

**SKILLS:**

* TECHNICALS SKILLS

i. Operational experience in Mercury FX.

ii. Intermediate experience in Microsoft.

* SOFT SKILLS

1. Leadership: Worked as Branch-in-charge of Thomas Cook, Jayanagar Branch and handled all the operations of the Branch.
2. Communication and Team Work: Awarded for the Best Management Team in several inter-college management fests.

* LINGUISTIC

1. English
2. Malayalam
3. Hindi
4. Tamil

**AWARDS & ACHIEVEMENTS:**

* Co-ordinated the operations of Management Fest “Shikar 2016” conducted by SCMS, Kochi.
* Awarded 1st and 2nd prizes for the Best Management Team in several management fests.
* Awarded in various tennis competitions held across Kerala.
* Led the university team in 2013 in the south zone inter university women tennis championship, Chennai.

**REFERENCES**

* CA Mrs.Dipti Lunawat, SCMS, Cochin.
* Mr.Girish N S – Manager-Operations, Saint Gobain, Bangalore.

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