

Work Experience - March 2013 to present

Employer Name	From	To	Roles and Responsibilities
IT Industry	April 2021	Present	Content Manager / Developer
Education Industry	Jan 2021	April 2021	Subject Matter Expert / QnA Expert / Content Developer
Axis Bank	Mar 2018	Dec 2020	Training and Operations
HDFC	May 2017	Mar 2018	Digital Management
ICICI	Mar 2014	May 2017	Quality Assurance , Compliance , Audit
Bank of India	May 2013	June 2013	Credit Appraisal

Education Credentials

Degree	Degree	Board	Year	Percentage
Masters/ Post Graduation	Master of Management Studies	Mumbai University	2014	77
Graduation	Bachelor of Engineering	Mumbai University	2011	60
HSC	Science	KJ Somaiya	2007	74
SSC	All subjects	Maharashtra State Board	2005	88

IT Industry - Content Developer / Manager

To develop and manage content for Payroll Management, HR Operations, Staffing , Recruitment, Compliance Management, SAP Integration, Saas and cloud based systems, HRMS , Data Management System, Spend Management System, Vendor Management System, Accounts Payable, Accounts Receivable, Fixed Asset Verification and Tagging Services, etc. through a content development team

Education Industry - Subject Matter Expert / QnA Expert / Content Developer

- develop and edit e-learning content for employee/student training/learning.
- upload content in LMS for employee/student training/learning.
- assess/evaluate learners with regard to specific projects
- operational coordination
- other miscellaneous functions
- resolve subject related queries
- contribute in train the trainer activities
- support in recruitment of other trainers/sub-trainers

Bank of India - Credit Appraisal

- to prepare financial proposal for sanction of loans to retail and wholesale customers
- exposure to MNC Audits, due diligence , business-restructuring , information systems, ERP implementation and management audits
- office administration and allied activities, banking activities
- data entry, follow up and responding to client queries via mail & calls

ICICI – Compliance / Quality Assurance / Audit

- check the authenticity of home loan leads generated by the sales team
- verify all the documents collected by sales team from customers before final sanction of home loan
- prepare report summarizing number of life insurance policies surrendered by existing customers with reason for policy surrender
- prepare a report projecting optimization of business retention in mutual fund and life insurance
- prepare a report summarizing completion of IRDA Calling to potential insurance leads generated by sales team
- report the transactions done without customer consent to EGB

HDFC – Digital Management

- give process and product related training to subordinates / colleagues / stakeholders / audience
- write matter related to various products, processes and campaigns
- edit the content related to various processes and products
- build content for various products, processes and campaigns

- work in liaison with Digital Team
- identification of control in gaps and remediation thereof.
- help in developing SOP, policy and procedures
- ensure compliance with established internal control procedures by examining records, reports, operating practices, and documentation
- prepare special audit and control reports by collecting, analyzing, and summarizing operating information and trends.
- checking of RBI compliance on every day regarding loans given and deposits taken.
- resolving - shareholder grievance received at the company/RTA, SEBI / stock exchange complaints, IEPF complaints etc
- analyse current work methods to suggest and rapidly implement successful change.
- focus on the essential areas especially in managing risks and the management of business as a whole.
- make effective use of technology like CRM , Finacle, Pivotal, ERP, MS Office Tools , Citrix
- communicate on a regular and timely basis with the management
- study of Internal controls, Transactions Process Controls, Systems Review
- determine the needs of the clients and endeavour to exceed their expectations.
- assisting in compliance related work for the company and the related entities.
- assisting the team in preparing various reports/forms
- identifying, investigating and rectifying routine errors and anomalies in data and reports so that all financial data can be relied upon
- Spot errors and suggest ways to improve efficiency
- data management and preparation of MIS and other reporting functions of the team.
- providing MIS to management and discuss the same with observations

Axis Bank – Training and Operations

- Instakit Reconciliation
- Bank Stock and Inventory Reconciliation
- Petty Cash Bills Reconciliation
- Review of expenses in terms of appropriateness, accuracy, and approval.
- Evaluation and Maintenance of Statutory Registers
- Checking of adherence to policies and procedure framed by the management
- Ensure complete, accurate, and timely audit information is reported to management.
- To ensure audit standards, methodologies are applied in all activities performed effectively and efficiently

Softwares

LMS , ERP , Citrix , CRM , Pivotal, HRMS, Finacle , E-Workflow , Fininquiry , Saksham , Genesys , Microsoft Teams , Zoom , Excel , Word , Power Point, Saas, Cloud, Onex, SAP

Certifications

Subject	Institute Name
Credit Appraisal	Bank of India
Compliance , Information Security System , Insider Trading , Anti Money Laundering	HDFC Bank
Credit Risk , Market Risk, Operational Risk , Analytical Adjustments , POSH , Data Visualization , Banking Policies and Processes	CRISIL AXIS Academy

Personal Details

Name: Pooja M

Date of Birth: 20 March 1989

Languages Studied: English, Hindi, Marathi