

## RESUME

**Arpit Singhal**

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### CAREER OBJECTIVE

- To be a part of an organization that allows me to explore and bring out the talent inherent in me and help me to learn a lot in the process.

### WORK EXPERIENCE-Axis Bank (June 2018-Dec 2019)

#### **Assistant manager**

- Managed 1300 customer portfolio of worth INR 40cr which was closed at INR 55cr in the end of financial year from different regions (US, CANADA and UK, South Africa)
- Providing financial advice and offer customized key product solution that adhere to the financial institution's guidelines as well as of the industrial regulations.
- Tax planning assistance to Affluent customers in abroad, analysis of their long-term financial plans and accordingly guiding them through investment.
- Prepare portfolio with diversified investment tools as NR preferred customers to get the most out of their money, pick on the right choices and allow their money work for them.

### MyGate(Dec 2019-Present)

#### **Client account manager - Invoicing(Dec 2019-July 2020)**

- Responsible for maintaining invoicing log and reviewing weekly aging report.
- Worked closely with accounting group to set up new clients and approve credit terms.
- Assisted account receivable in collecting from several delinquent accounts.
- Managed to index customer database and contracts.
- Navigated to timely and accurately reconciliation.
- Coordinating with the logistic department and ensuring goods are dispatch in timely manner.
- Support the account payable and account receivable in their work.

#### **Client account manager - Finops (August 2020-Present)**

- Ensure payments and receipts for operational and client transactions are processed timely, accurately within daily cut off times and deadlines.
- Ensure any reconciliation items are investigated and cleared in a timely manner investigate and clear queries in a timely manner, provide update and escalations of queries internally and externally, keeping stakeholders informed of any issues or difficulties
- proactively research new payment methods and solutions with an view of achieving more streamlined process and/or improved customer experience
- Act as the process owner of customer journeys for payment activities; actively take part in improving customer experience
- Actively seek ways of improving process efficiency, implementing industry best practice and identifying cost saving initiatives

### ADDITIONAL QUALIFICATION / CERTIFICATIONS

- Certified in SIP for CS (Company Secretary) in the year 2013
- Short-term internship in ITC (Marketing)
- Certificate in MDP (Wealth Management)
- AMFI (Association of Mutual Fund in India) certified

### ACHIVEMENTS AND RECOGNITION

- Awarded 1<sup>st</sup> position for Remittance in NRI Digital Remote Banking Department (Axis Bank)
- Awarded Employee of the Month in June.
- Organized events at managerial role in R Square (Event Management Firm) from July 2015 to Dec 2015

### SKILL SET

Client Relationship Building, MS Office, Presentation Skills, Analytical and Problem Solving, Accuracy / Attention to detail, Effective & successful Complaint Handling, Time Management & Prioritisation

### ACADEMIC CREDENTIAL

**2012-2015: BACHELOR OF BUSINESS ADMINISTRATION**

Commerce College, Rajasthan University

**2016-2018: POST GRADUATION DEPLOMA PROGRAM (FINANCE AND MARKETING)**

Ramaiah Institute of Management, Recognized by AICTE