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| **Shrutika Khule**  **Mobile No**. 7028355309  **E-Mail**: **shruti.khule77@gmail.com**  ***“Seeking a challenging position with a growth-oriented organization, this would give me the opportunity to utilize my skills for the development of professional/personal goals and organizational objectives.”***      ***Experience***  1. Organization: **TATA CONSULTANCY SERVICES LTD**, Sahyadri Park, Hinjewadi Ph-3, Pune  Designation: Sr. Banking operations representative  (AMP)(Australian mutual provident)  Duration: **April 25th , 2016 – Presently working**.    **Job Roles & Responsibilities:**    **Dealing with adviser on chat:**     * To resolve all enquiries regarding client with advisers ➢ To work on dual concurrence if required. * To always work on security check * Provide information to adviser regarding their policy related.     **Account opening & Maintenance**   * To ensure all required docs are available prior opening the account. * To work on CRM tools. (i.e Salesforce) * To perform blacklist & check internally. * To image the customer signature correctly and with the appropriate signing instruction as per the customer. * Alter customer personal details as per the request received.     **Transaction Processing**     * Process withdrawal & addition as per the customer request with the cut off timing. * Performing processing on various applications from clients. * Handling death claim, transfer & also the KYC. * Update commission as per the maturity date. * Alteration of advisor as per the client request & also sent confirmation letter. * Create referral to onshore team for any query regarding customer.     **Credit operations-personal loans**     * Provide Support to loan officer and underwriter teams by ensuring documents validation. * Review & verify income, credit report, employment history, property appraisals and the title insurance information to prepare loan application for underwriting submittal. * Ensure compliance with Company policies, underwriting guidelines and lending program requirements. |

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| **Additional Skills**     * Always ready to learn new things. * Ability to work under pressure. * Always updated with present state of affair * Time Management.     **Interpersonal Skills:**   * Understanding of Banking & operation Management. * Tally ERP 9.0 * MS office 2007 & 2010 ( Excel, Power point, Word) ➢ Ability to multi-task and prioritize daily requirements ➢ English Typing 30 W.P.M.         **Professional & Academic Credentials :**       * **2015 BSC** from Solapur university * **2012 HSC** from Pune university * **2010 SSC** from Pune university         **Personal profile :**  **Date of Birth**: 4th May, 1994  **Address**: Opposite KPIT Hinjewadi  **Marital Status**: Single  **Linguistic Abilities**: English, Hindi & Marathi        ***Declaration***    I hereby declare that all the information furnished above is true to the best of my knowledge and belief. Date :  Place: Pune SHRUTIKA KHULE |