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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                    |