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| Sonal Panda  Client Support Analyst   |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | | |  |  | | --- | --- | |  | Bengaluru |  |  |  | | --- | --- | |  | 07219776866 |  |  |  | | --- | --- | |  | sonalpanda79@gmail.com | | LinkedIn www.linkedin.com/in/sonalpanda95 | |  |

Support day-to-day program operations with expertise in records management and resource coordination. Skillfully meet diverse needs and address issues to maintain efficiency and program outreach. Demonstrated success in building long-lasting relationships.

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|  | **Work History** |

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| 2020-03 - Current | **Refinitiv, Bengaluru, Karnataka**  **Client Support Analyst**  ● Primary role is to work with Equity/Commodity managers, Portfolio Managers, Research Analysts from various firms and Global Banks to assist with navigation, customizing **Refinitiv Products** and also assisting with data search and identifying any data errors, assisting in building portfolios and portfolio analysis/maintenance. This could entail escalating/referring the problem to a "Content" support group or the technical support desk.  ● Collaborated with managers and project heads to set KPI's for Programs and analyzed data to develop comprehensive dashboards that serve as a measure for program performance and impact assessment.  ● Utilize data analysis skills to explain business issues and financial implications.  ● Recommend Technical and Fundamental analysis through our highly intuitive charting tools using TR Products.  ● Expertise in Refinitiv Financial Products (Eikon, Datascope Equities, Datascope Select, Datascope Fixed Income, Datascope Onsite)  ● Using Tools like Financial Modeling using Excel, Power BI, Refinitiv Reports, Value Research Analysis, Data Analysis.  ● Expertise to Interpret and analyze the equity market requirements and provide right resolutions and workarounds in specific situations.  ● Help Customers realize full potential of the Product and provide recommendations & solution to maximize Product utilization.  ● Recommend solutions to customer application questions with regards to navigation, functionality, content, data quality & entitlements using TR Products.  ● Communicate regularly with Product Managers and sales team regarding Client feedback and internal product enhancements and updates. Participating in the weekly/Bi-weekly Support calls discussing on the client's issues for faster resolution and better client experience.  ● Maintain log of problems by creating a ticket in the Refinitiv CRM application. Follow inquiry through to resolution and close the ticket when completely resolved.  ● Respond to and record customer requests for improvements to our software applications by entering "enhancement requests" through the CRM application.  ● Potential to provide professional & courteous training of clients over the telephone via Web-Ex or by walking individual customers through the software. |

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| 2018-03 - 2019-01  2017-07-2018-03 | **Jones Lang LaSalle, Mumbai, Maharashtra**  **Customer Relation Executive**  ● Worked on the project **"Sunteck** **Siganture Island"**  ● Handling a Portfolio of 100+ HNI Client Database.  ● Debt Recovery, maintaining KYC  ● Analysis of Cost Sheet, Balance Sheet, Bank & Payment Ledger.  ● Other job duties include assisting clients with mergers and acquisitions (M&As) and advising them on unique investment opportunities  ● Facilitate in handling over possession of flat to the buyers and the necessary documentation. Carrying out the process for society formation and handover in coordination with the Liasoning department.  ● Doing Pre-Sales and Cross-Selling for new and existing projects  ● Interest calculation for delay payments and collection from customer  ● Prepare debtors reconciliation  **Cinepolis India Pvt Ltd.**  **Operations Associate** (6 months contract)  ● To run the cinema in a customer facing environment, deputizing for the manager where appropriate.  ● Keeping financial & statistical records, writing reports & financial forecasts.  ● Promoting & marketing films, maximizing productivity & meeting sales target.  ● Skilled at negotiating with studios and distributors.  ● Adept at working in customer-oriented industries. ● Sound verbal and written communications skills.  ● Assisted owners with the collection of media assets.  ● Dealt with customer service issues. |

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|  | **Accomplishments** |

* Have received the Q3 & Q4 2020 Monthly Experience Pulse Award from Refinitiv.
* Have received 100% client's ratings globally (Majorly through US/UK clients) till date for exceptional customer service.

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|  | **Skills** |

Tableau / Power BI - Beginner Level

MS SQL – Beginner Level

Salesforce CRM

Financial Markets

Data Analysis, Financial Statement Analysis

Reconciliation Process, Client Account Management & Relationship-Building

AML/KYC knowledge

Global Client Management

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|  | **Education** |

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| 2020-04 - 2021-04 | MBA: Finance  National Institute of Business Management |

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| 2013-06 - 2016-06 | Bachelor of Science: PCM  Viva College, Mumbai University - Mumbai |

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| 2011-06 - 2013-06 | High School Diploma  Nirmala Memorial Foundation College - Mumbai |

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| 2010-06 - 2011-06 | SSC: English Education  Infant Jesus High School - Mumbai |

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|  | **Languages** |

English, Hindi, Marathi

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|  | **Certifications** |

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| 2020-06 | Tableau Consumer - Tableau Official |

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| 2020-10 | Introduction to Financial Modeling - Udemy |

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| 2020-11 | Data Analytics using Pivot Table - Udemy |