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| Neha Prakash Shetye  Contact: 9867926479  E-mail: [Nshetye47@gmail.com](mailto:Nshetye47@gmail.com)  Date of Birth: 26th May 1996  Passport#/Valid up to: U7656920/ 18th Aug 2030 |

# objective:

# Seeking a challenging career with an MNC where I can utilize my skills, knowledge while contributing to the success of organization.

# EDUCATION QUALIFICATION:

# Complete TYBCOM from B.M.Ruia girl’s college, SNDT Women University.

# Professional Experience

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| Tata Consultancy Service LimitedDuration: December 2017 to till date **Business function: GCC/Infodesk**  **Designation: Process Associate**  **Duration: January 2018 to December 2018**  Job Profile:   * Input Citibank customer’s checks (US/foreign Checks) into GCC database by viewing checks in Citidirect on daily basis. * Preparing Infodesk tracker and sending account statement & transaction details to Citibank customer and customer relationship officers as per the request on daily basis.   **System/Application worked upon:**  MS-OFFICE, CITIDIRECT, FLEXCUBE, CITICHECKING.  **Business Function: Payment Reconciliation(India Cash)**  **Title: Process Associate**  **Duration: January 2019 to Present**  Role & Responsibilities:   * Handling 4 products including MIS and daily activities. * Preparing monthly, Weekly MIS’s. * Funding the Correspondent banks on daily basis of issuance done as instructed by customer & liquidating all the instruments paid at correspondent bank level on system for all 3 arrangement and do funding to corr bank through base paper (memo) & NEFT. * Reconciling client account & correspondent bank account on daily basis and if any exception held highlight the same and get it resolved. * Recovering funds from correspondent banks on monthly basis for stale instruments. * Tracking important product wise account i.e. Sundry account, Sundry Unclaimed account and place base paper while movement done. * Proofing of manual account for balance as of month end. * Tracking and identifying fund in suspends account basis entries posted. * Handling of customer queries & over draft accounts wherein daily basis MIS’s are prepared. * Reconciling two different application as per customer requirement. Timely escalation in case of exception held (difference in account, draft or cheque bounce, payment not cleared, etc.). * Handling client query in relation to demand drafts and correspondent level instruments issued to end customer. * Preparing monthly charges of drafts cancelled at bank level and do funding accordingly to corr bank through RTGS. * Handling extra activity like deferred account, dormant account and override account. * Managing UAT testing of new platform and system. * Responsible for training new joiners which also include conducting assessments and tracking their performance. * Building synergies between the various teams that works under India cash. * Co-ordinating with correspondent banks and onboarding teams to effectively resolve the queries and escalation.   **System/Application worked upon:**  DDE, FLEXCUBE, IDS, MS OFFICE, RFRS, RFRS-BO & FLEXCUBE-BO.  **Technical certification**   * Diploma in Maharashtra state certificate of information technology (MS-CIT). * Certified in window 7, office 2013(word, excel, PowerPoint, outlook), internet. * Diploma in computerized accounting software (Tally ERP 9). * Diploma in Banking, financial service and insurances (BFSI).   **Skills**   * Proficient in Oral English, normal communication. * Skilled in using word, excel, outlook, PowerPoint. * Knowledge of RTGS, NEFT, Deferred, Dormant account. |