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| Neha Prakash ShetyeContact: 9867926479E-mail: Nshetye47@gmail.comDate 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.
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