**KanchanVaity**

*18,B 876, Fishermen Colony,*

*Causeway Road,*

*Mahim,*

*Mumbai-400016*

*Contact no.9619168511*

**Objective:**

To be a part of an organization that encourages constant learning and facilitates innovative thinking with an environment for professional achievements and personal growth.

**Experience:**

**PERIOD:** Present from 16th June,2014 to 24th Dec 2021

**COMPANY:** Kotak Securities Ltd.

**DESIGNATION:** Deputy Manager

**I) Worked with Kotak Securities Limited in (Operations)**

* Timely resolution to queries of branch RM’s/franchise/ clients on mails, CRM and calls.
* Execution of client’s pay -in pay out shortage, off market shares transfer, pledge request, Inter DP transfer etc.
* Processing of physical share certificate to Demat.
* Handling walk -in customers in branch and providing proper resolution to their queries.
* Processing of KYC updation forms, modification (name change, closures, address, pan updation, etc ) in client’s demat accounts.
* Looking after branch admin activities, petty cash.
* Providing training to dealers and relationship managers on different products and processes.
* **Prior Experience with Kotak Securities Limited in (Treasury- Head Office) – (Back Office)**
* Processing client payouts thru RTGS/NEFT and transfer mode.
* End to End query resolution related to cheque bounce, client RTGS/NEFT/ transfers payments.
* Handling KYC desk and documentation such as account opening, closure, signature updation etc.
* Processing of proprietary payments and ETF funding.
* Updating cash and FD movements in NSE and BSE sites.
* Processing and funding for Foreign Payments like vendor salary, reimbursements etc.
* Preparing monthly MIS related to FD workings and OD calculations.
* Resolving branches queries on daily basis.

**PREVIOUS JOB EXPERIENCE**

**Experience:**

**PERIOD:** Present from 27th July,2011 to 30th Nov 2013.

**COMPANY:** ICICI BANK LTD

**DESIGNATION:** Junior Officer

**III) Worked with ICICI Bank for Corporate Banking (Cash Management Services)-(Back Office).**

\* Preparing the MIS reports for the Monthly Productivity of Individual Team Members and Team for Cash Management Services.

\* Keeping a check on the Quality of Service of the Team by constant monitoring of the Calls and Mails.

\* Co-ordination with the Operations team for the faster resolution of Customer queries.

\* Providing Training and update with the current requirements to Team Members.

\* Resolving Client queries related to clearance of the Local and Upcountry cheques under Cash Management Services.

\* Query handling through FCRM.

\* Data maintenance in MS-Excel and MS-Office.

\* Having good knowledge about the KYC norms.

* **Key responsibility :**

\* Strategic planning, implementation to achieve business objectives

\* Process definition for Complaint handling for all channels

\* Service Quality scorecard for variance reduction.

\* Internal Audits (error reduction, quality standards) .

**Educational Qualification :**

|  |  |  |  |
| --- | --- | --- | --- |
| B.A |  March 2011 | Mumbai | S.N.D.T University,  |
|  H S C  |  Feb 2008 | Mumbai |  S.N.D.T University. |
|  S.S.C |  March 2006 | Mumbai | Cannosa Convent High School |

**Personal Skill :**

* Quick learner and adaptable.
* Good communication and client interfacing skills.
* Excellent team player and management.

**Certification:-**

**-** NISM certificate course done in Depository Operations Module VI

**Personal Details:**

Name : **Ms.Kanchan. D. Vaity**

Birth Date : 18th August, 1990
Gender : Female

Languages Known : English, Hindi, Marathi

 MARITAL STATUS : Unmarried

 HOBBIES : Travelling and Exploring

Place: Mumbai Kanchan Dattatray Vaity

Email ID- kanchanv1990@gmail.com