

SUMMARY

1. 11+ years of experience in HNI client services, Banking Operations, Project Management, and Payments.
2. Strong business understanding of diverse payment systems (cards, POS, internet banking, ATM, NEFT, RTGS, IMPS, UPI, Wallets etc.).
3. Good understanding of business analysis standards, processes, procedures and guidelines.
4. Expertise in MS Excel, MS Power Point, and MS Visio, Lucid chart.
5. Strong track record of delivering business results and being actively involved with streamlining team towards simplification of processes.
6. Building /managing relationship with internal & external stakeholders in a dynamic environment.
7. Excellent communication and interpersonal skills.

WORK EXPERIENCE

HSBC BUSINESS ANALYST (05/2019 – PRESENT) – CHANDIGARH

1. Currently working on the Digital account opening project i.e., Accelerated customer experience -Digital Journey.
2. Conducted detailed analysis of payment systems offered by the bank.
3. Sharing Business Analysis outcome with Senior management for Banking Product's feature enrichment.
4. End user testing of product refinements and reporting to senior management for potential software enhancements.
5. Workflow documentation for complex products as part of Business Analysis
6. Mentoring and coaching team members for product workflow and troubleshooting.
7. Processing of cards, POS, Internet Banking – NEFT & RTGS, AEPS, ABPS. Well versed with internet banking features.
8. Worked on software like HUB, SFE/CRMS. Generating leads and negotiating all contracts with prospective clients.

HSBC PREMIER SERVICES NRI – (10/2018 - 05/2019) – CHANDIGARH

1. Handled HNI clients and provided international clients with globally consistent experiences, excellent services and need based banking products.
2. Was actively involved in process simplification initiatives, such as, migrating accounts holders to digital platform for banking needs.
3. Was actively involved in UAT of new product features to improve the efficiency of retail branches.
4. Was responsible for delivering timely results on projects related to FATCA/CRS, UCID, KYC and CDD.
5. Processing of inward & outward remittances via SWIFT code.
6. Worked on software's such as: RMS, HUB, MT103, MT202, ISO 20022, AML, KYC.
7. Conducted training session for the new staff on internal business processes.
8. Sales and revenue responsibility for liability, wealth management and investment products for the branch.

HSBC SENIOR ASSOCIATE – ASSISTANT MANAGER– (10/2012-10/18) – CHANDIGARH

1. Ensure timely processing of customer requests keeping in mind AML & KYC norms
2. Ensure all processes are followed as per the compliance matrix & there should be no operational losses or frauds.
3. To achieve set value targets across all products as per the laid down parameters
4. Responsible for contacting customers for alerts raised for any suspicious transaction for accounts.
5. Spearheading and monitoring of Request Management System (RMS) to ensure a seamless processing of customer requests along with achieving the branch score.
6. Responsible for opening of liability relationship for the clients

HSBC PLATFORM SERVICE EXECUTIVE – (3/2010- 10/2012) - NOIDA

1. Handled walk in clients and generating new to bank clients referrals from existing clients.
2. Coordinating with operations team and back office to ensure timely and correct resolution to customer queries and requests.

SKILLS

1. Payment systems
2. Client relationship management
3. Software development lifecycle
4. Business documentation, User stories, BRD
5. Understanding of MS Visio
6. Understanding of MIRO tool
7. JIRA
8. Agile

ACHIEVEMENTS

1. Dynamo Award for achieving significant business in North India retail branches in 2020.
2. Received Dynamo award for increasing the book size of the branch in 2020.
3. Topped a contest on insurance and investment referral in the 2019.

EDUCATION

1. Master's in Business Administration (MBA) – Finance from Amity University – 03/2010
2. Bachelor's in Commerce (B.Com.) from Kurukshetra University – 03/2008