

RESUME

Arpit Singhal

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CAREER OBJECTIVE

- To be a part of an organization that allows me to explore and bring out the talent inherent in me and help me to learn a lot in the process.

WORK EXPERIENCE-Axis Bank (June 2018-Dec 2019)

Assistant manager

- Managed 1300 customer portfolio of worth INR 40cr which was closed at INR 55cr in the end of financial year from different regions (US, CANADA and UK, South Africa)
- Providing financial advice and offer customized key product solution that adhere to the financial institution's guidelines as well as of the industrial regulations.
- Tax planning assistance to Affluent customers in abroad, analysis of their long-term financial plans and accordingly guiding them through investment.
- Prepare portfolio with diversified investment tools as NR preferred customers to get the most out of their money, pick on the right choices and allow their money work for them.

MyGate(Dec 2019-Present)

Client account manager - Invoicing(Dec 2019-July 2020)

- Responsible for maintaining invoicing log and reviewing weekly aging report.
- Worked closely with accounting group to set up new clients and approve credit terms.
- Assisted account receivable in collecting from several delinquent accounts.
- Managed to index customer database and contracts.
- Navigated to timely and accurately reconciliation.
- Coordinating with the logistic department and ensuring goods are dispatch in timely manner.
- Support the account payable and account receivable in their work.

Client account manager - Finops (August 2020-Present)

- Ensure payments and receipts for operational and client transactions are processed timely, accurately within daily cut off times and deadlines.
- Ensure any reconciliation items are investigated and cleared in a timely manner investigate and clear queries in a timely manner, provide update and escalations of queries internally and externally, keeping stakeholders informed of any issues or difficulties
- proactively research new payment methods and solutions with an view of achieving more streamlined process and/or improved customer experience
- Act as the process owner of customer journeys for payment activities; actively take part in improving customer experience
- Actively seek ways of improving process efficiency, implementing industry best practice and identifying cost saving initiatives

ADDITIONAL QUALIFICATION / CERTIFICATIONS

- Certified in SIP for CS (Company Secretary) in the year 2013
- Short-term internship in ITC (Marketing)
- Certificate in MDP (Wealth Management)
- AMFI (Association of Mutual Fund in India) certified

ACHIVEMENTS AND RECOGNITION

- Awarded 1st position for Remittance in NRI Digital Remote Banking Department (Axis Bank)
- Awarded Employee of the Month in June.
- Organized events at managerial role in R Square (Event Management Firm) from July 2015 to Dec 2015

SKILL SET

Client Relationship Building, MS Office, Presentation Skills, Analytical and Problem Solving, Accuracy / Attention to detail, Effective & successful Complaint Handling, Time Management & Prioritisation

ACADEMIC CREDENTIAL

2012-2015: BACHELOR OF BUSINESS ADMINISTRATION

Commerce College, Rajasthan University

2016-2018: POST GRADUATION DEPLOMA PROGRAM (FINANCE AND MARKETING)

Ramaiah Institute of Management, Recognized by AICTE