

SEJAL SASIDHARAN WARRIER

- ▶ **BRANCH OPERATIONS MANAGEMENT**
- ▶ **CUSTOMER RELATIONSHIP EXPERT**

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Location: Abu Dhabi, UAE

Accomplished professional with insightful experience in providing best-in-class customer service and problem resolution to customer queries, elevating customer satisfaction, devising service operational plans and handling key accounts while adhering to standards, best practices and methodologies

■ PROFILE SYNOPSIS

- Presently, managing corporate banking relations with exposure of working in a secretarial role for CXO professional as well
- Sound knowledge about prevalent financial products & reforms as well as latest issues and regulations in financial markets
- Excel in selling and cross-selling of financial products; Well versed with banking terms and relations for UAE as well as other countries
- Strong approach to build transparent, trustworthy working relations internally (team & diverse departments) and externally (clients, accounts, stakeholders)
- Excels at managing data records, key accounts and business operations in a highly complex & large business environment
- Customer centric approach in analysing customer's needs & attitudes with a view to build a stable revenue base and ensure repeat business
- Proven capability in attaining high level of customer satisfaction coupled with expertise in identifying marketing priorities

EXPERTISE:

Customer Relationship Management
Client Servicing
Business Development & Support
Finance Products & Services
Key Account Management
Liaison & Coordination
Escalation Management
Data management
SLA / Quality Management
Market & Industry Intelligence
Basic Banking Operations

Computer Proficiency

MS Office suite
MS CIT
Database Management System

■ EMPLOYMENT HISTORY

Junior Associate – Corporate Banking Relations, Finance & Accounts

UAE Exchange Centre LLC, Abu Dhabi, United Arab Emirates | Since Aug '16



*Growth Path: **Cashier** | Aug '16 - Dec '16*

***Secretarial** | Dec'16 – Oct'17*

***Junior Associate** (Corporate Banking Relations, Finance & Accounts) | Since Oct'17 until now.*

*As **Junior Associate** (Corporate Banking Relations, Finance & Accounts)*

Branch Operations Management:

- Handle openings and maintenance of corporate account, deal with bankers on day to day transactions and provide KYC documents to banks on timely basis
- Manage returned cheques, cheque deposits on daily basis and handle additional banking facilities (online banking, credit cards, etc)
- Manage the credit requirements of the company and act as intermediary between banks and concerned departments inside the company, locally as well as globally

Account Management

- Manage corporate accounts globally, cheques for clearance and related queries and new issuance as well as renewals of Letter of credits, Bank Guarantees
- Generate business from existing accounts, penetrate new accounts and expand existing ones for a wide range of financial services

Records & Documentation Management:

- Maintain all global bank related records for easy access and ensure 100% documentation of all transactions as well as compliance in all aspect of business as high risk to the company
- Review documents of corporate banking and ensure all documentation is completed as per bank policy and procedures with respect to amount of finance, terms and conditions

Role as a **Secretary** to Deputy CEO & CFO, UAE Exchange Centre LLC, based in Global Head Quarters in Abu Dhabi, UAE

- Managed a very hectic calendar of the CXO in a smooth manner without any escalations
- Timely responded to emails, Managed financial and non-financial approvals on daily basis and CXO's communications
- Analysed and ensured documents are in order before reaching CXO's desk for his attention
- Handled travels, itinerary, visa, expenses, etc for CXO during business as well as personal trips

Role as a **Cashier**

- Reported to the branch head/supervisor/AML officer in cash of any duplicate bank notes
- Managed foreign currency exchange and accepted cash for remittance from the customer
- Dealt with vast range of customer queries, managed NRE/NRO account opening while ensuring complete customer satisfaction

Personal Banker Welcome Desk, Delhi

HDFC Bank Ltd. | Jul '14 – Oct '15



- Dealt with cheques for clearance, courier returns and cheque returns with proper procedure and documentations
- Provided Passbooks, FD advices, TDS certificates and Account Statements to the customers
- Encouraged customers to use direct banking channels (Net banking, Mobile banking, SMS banking and Phone banking)
- Served as a custodian of Instant welcome kits, Instant Debit cards, Returned chequebooks, Returned debit cards and Returned Welcome kits
- Accepted customer instructions such as Name change, Signature change, Contact details updation, Address change, Mandate addition, etc.
- Involved in cross-selling of banking products such as Fixed Deposit, Recurring Deposit, Credit Card, Demat accounts, etc.
- Maximized & retained customer satisfaction level by on time delivery, monitoring customer complaints and providing efficient services

■ ACADEMIC BACKGROUND

PG Diploma in Financial Planning and Wealth Management ▶ The Indian Institute of Financial Planning; 65%	2014
B.Com (Banking and Insurance) ▶ K. V. Pendharkar College of Arts, Science and Commerce, Mumbai; 62%	2013
HSC ▶ Maharashtra State Board, New English College, Mumbai; 69%	2010
SSC ▶ Maharashtra State Board, St. Joseph's Bethany Convent High School, Mumbai; 76%	2008

Certifications in Finance: Cleared NISM Series V A - Mutual Funds Distributors Certifications Examination

Extramural Engagements

- ➔ Industrial visit: Parle G, Nashik and Asian Paints
- ➔ Member of Rotaract Club of K. V. Pendharkar College

Projects Undertaken

- ➔ Dabur Ltd. (company analysis) | loan restructuring | Credit Creation in bank | Presentation on Goldman Sach

■ PERSONAL DOSSIER

Date of Birth: 12th October, 1992

Linguistic Abilities: English, Hindi, Malayalam and Marathi

Visa: Work Visa valid until Sept 2020

Driver's License: Automatic, valid till January 2021