

LAVANYA JOSE

Address: A/C-112, Ashok Nagar, Uttan Road, Behind Dutta Mandir, Bhayander(West) Mumbai- India

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Finance professional with 2 years of work experience as Sales Manager, Accounts and Administration.

PROFESSIONAL EXPERIENCE

IDFC FIRST BANK

Sales Manager, January 2020 till date

- Identifying prospective clients, mapping their requirements and developing potential clients in the sourcing business for personal loans.
- Relationship building with new and existing clients and liaising with implementation and development team to fulfil commitments to client.
- Plan and execute actions to acquire new customers.
- Maintains complete relationship record for assigned customer accounts.
- To ensure that DSTs are regularly trained on processes, product, policy and updated on any changes therein on time also they are efficient and considerably above the benchmark for the productivity and provide them sufficient leads generated by branch,
- Online channel or from other sources and help them do case closures.
- Supervising and guiding the sales team as well as providing incentives to motivate staff to achieve sales targets.
- Understand the customer's business and document processing needs and ensuring high customer satisfaction by maintaining optimal FTR ratio, quicker end-to-end TAT and quickest customer complaint resolution.
- Close association with credit & operations team, divisions, smooth workflow & market maximization platforms.

QUANTUM GLOBAL SECURITIES

Management Trainee (Internship) May 2018- June 2018

- Made potential purchasers mindful of the monetary items offered by the organization.
- Acquiring new customers for the organization.
- Learned the fundamentals of equity markets.

XL CONSTRUCTIONS

Accounts cum Administration Assistant, April 2016-August 2017

- Maintain books of accounts in the accounting software-Tally and MS Word, MS Excel with V-lookup and Pivot Table.
 - Preparation of all accounting voucher such as cash, bank, journals and maintain day-to-day records of payments, receipts, vouchers, bills, pettycash transactions, stock registers including entry for inwards & outwards entry of materials.
 - Manage all accounting operations on daily basis including bookkeeping, preparing and filing ITR, TDS, GST returns, bank reconciliations, sales & purchase ledgers and spreadsheets, cash handling, auditing, balance sheet as necessary.
 - Organizing, arranging and coordinating meetings and travel requirements.
 - Assisting with monthly closings and account analysis and supporting the senior accountant in carrying out the responsibilities of the accounting department.
 - Update financial data in databases to ensure that information will be accurate and immediately available when needed.
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ACADEMIA

- Master of Management Studies in Finance - St Francis Institute of Management and Research- Mumbai University in 2019
- Master of Commerce from University of Mumbai in 2019
- Bachelor of Commerce in Financial Accounting and Auditing from Royal College- Mumbai University in 2016
- H.S.C- Maharashtra State Board in 2013
- S.S.C - Maharashtra State Board in 2011

SKILLS

- MS Office Suite (Word, PowerPoint, Excel, Outlook)
- Tally ERP 9
- Good Interpersonal Skills. Leadership Activities, Team Building, Time Management, Decision Making Skills, Negotiating Skills.

PROJECTS/PAPERS

- Fundamental Analysis of Telecom Companies, Media and Entertainment Industry.
- Consumer Buying Behaviour towards of FMCG products.
- The Impact of Social Media on Youth.
- Industrial Visit to Blue Star Industry & Min Toy Factory in Silvassa and Sahyadri Farms in Igatpuri.

CERTIFICATIONS

- Ms Office- Word, PowerPoint, Excel and Typing.
- NISM Certification on Foundation of Equity Trading and Investment Programme by ICICI.
- Training on Equity Research and Financial Modelling by Forevision
- Softskill training programme by Prismatics.

EXTRA CURRICULAR

- Visited Model Co-operative Bank to understand the functions of the Bank
- Participated in the Outbound Training Activity.
- Participated in Mock Stock Event by Finatics Club.
- Co-ordinator of Summer Excellence, Sampark, Exuberance & Green club.
- Member of Department of LifeLong Learning and Extension Activities.
- Member of the Editorial Board of College Magazine 'Royal Celerity' for 3 consecutive years.
- 3rd position in Operations Management Factory Layout Competition.
- 1st in the Competition for Logo Design for the Bachelor of Accounting & Finance Stream.
- 2nd in Intra-Collegiate Level Campus2Corporate Ace 2015, National Contest for Graduates, Diploma & PG Students.
- Certificate of Participation of State Level in Campus2Corporate Ace 2015, National Contest for Graduates, Diploma & PG Students.

PERSONAL DETAILS

Date of Birth	:	18 th May 1995
Sex	:	Female
Marital Status	:	Single
Nationality	:	Indian
Languages Known	:	English, Hindi, Marathi, Malayalam
Interests	:	Music, Dance, Sports, Drawing
Passport No	:	T6161170