

# Jaswinder Kaur

## **Maintain and update KYC documents of all the customer profiles on CRM**

Abu Dhabi, AE

[jaswinder747\\_e6a@indeedemail.com](mailto:jaswinder747_e6a@indeedemail.com)

+971-521258893

## Work Experience

---

### **Maintain and update KYC documents of all the customer profiles on CRM**

Shuaa Capital, Abu Dhabi

August 2018 to September 2018

Develop and oversee control systems to prevent or deal with violations of legal guidelines and internal policies

Review and approval of new client accounts - ensure that the know-your-client (KYC) information is complete

Reviewing and updating, for compliance and effectiveness, of all contracts and forms, such as the KYC forms for clients

#### Technical Skills

Proficient in MS Office Package, CRM, CSOD, Fund master, CAT

Date of Birth: 7th July 1987

### **Mumbai as (Associate)**

BNP Paribas ISPL

March 2016 to June 2017

#### Role:

Developing & designing training content as per client specification using SCORM

Monitoring the overall functioning of processes, identifying improvement areas & implementing adequate measures for maximizing customer satisfaction level

Writing training specifications on Corner Stone in demand; defining various modules, illustrative cases & building quizzes

Gathering training needs from the compliance officers across various regions & analyzing the results for supporting

Preparing the Request for Proposals (RFPs)/tenders & liaising with other teams for the technical development

Implementing effective solutions to the training needs, with an aim for improving officers' contentment and consequently defining KPIs

#### Significant Achievements:

Overcame tough time lines during the completion of training assignments

### **Mumbai as Team Leader**

State Street Syntel Services Pvt. Ltd

May 2013 to April 2015

Role:

Requesting approvals for exceptional transactions and requests of high net worth customers.

Handling inward and outward remittances.

Governed the delegation of work to the team; thereby assuring SLA management

Managed a team of 25 people & ensured the completion of work in tight deadlines

Prepared MIS, KPI, client reports, managed and owned close relationships and partnerships with business partners, external clients and regional stakeholders, and acted as an escalation point of contact

Generated weekly reports on productivity, quality & SLAs for the management

Significant Achievements:

Innovated on techniques to motivate the employees by introducing various incentives & rewards; gave out Titan & Champ awards

Single-handedly managed appraisals for team members using E-performance intranet using Bell Curve

## Education

---

### **Bachelor of Science**

Shri Satya Sai College for Women

2008

Jawahar Lal Nehru School

2003 to 2005

## Skills

---

MS OFFICE (Less than 1 year), CRM (Less than 1 year), INTRANET (1 year), SATISFACTION (1 year), ASSOCIATE (1 year)

## Additional Information

---

Key Skills organization preferably in KPO/Banking in Abu Dhabi & Dubai

Client Service Management Profile Summary

Banking & Finance Operations

A focused professional with over 6 years of experience in the field of Customer service, Operations, Banking and Compliance

Quality Control & Enhancement Skilled in managing customer centric operations & accordingly ensuring

satisfaction by achieving service quality norms

Back end Operations Showcased success in delivering excellent business efficiency and surpassing expectations in SLA Management & addressing issues in a timely manner

A keen planner & strategist with excellent track record of developing vendors

MIS Reporting & Analysis with an aim of reducing cost while improving quality, reliability & delivery  
Successfully managed appraisals for team members using E-performance  
People Management intranet using Bell Curve  
Excellent communication & interpersonal skills with strong analytical, team building, problem solving and organizational capabilities

#### Career Timeline

##### Soft Skills

BNP Paribas

Northern Trust, ISPL, Mumbai as

Bangalore as (Associate)

Analyst

Change Agent Collaborator

Team Player Apr'10-Sep'12 May'13-Apr'15 Mar'16 - Jun'17

Communicator

State Street Syntel

Thinker Services Pvt. Ltd.,

Planner

Mumbai as Team

Leader

Master of Business Administration from International School of