

PREETHAM KRISHNA

RETAIL OPERATION AND SOCIAL MEDIA & DIGITAL COMMUNICATION SPECIALIST

CONTACT

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Dubai, UAE

PROFESSIONAL SKILLS

- Microsoft Excel
- Microsoft Power point
- Microsoft Word
- Internet and e-mail operations
- CRM (Customer Relationship Management)
- Hootsuite
- HPS
- i-Flex

PERSONAL SKILLS

- Analytical skills
- Back Office Operations
- Bank Reconciliation
- Account Reconciliation
- Communication skills
- Conflict Resolution
- Customer Service
- Deep Product knowledge
- Journal Entries
- Loan Compliance
- Loan Documents
- Time management
- Service-Level Agreements
- Skilled Multi-tasker
- Strategy planning
- Team Building
- Written Communication
- Financial Analysis

PROFILE

Operational Specialist and Social media and digital communication specialist with over 5+ years of experience, a track record of determining objectives, and developing effective improvement plans in the Banking industry. Excellent decision-making, leadership, and communication skills.

EXPERIENCE

SOCIAL MEDIA AND DIGITAL COMMUNICATION SPECIALIST

NOOR BANK | April 2018 to June 2020

- Handling Social media channels platform (Facebook, Twitter, Instagram, YouTube, LinkedIn and Google Play store) and Contact Center email
- Reviews and aggregates customer issues and complaints across Social Media channels to recognize and report negative and positive trends.
- Communicates directly with customers in Hoot suite using the company voice via Social Media, addressing complaints, engaging in voice with Social media influences, and escalating customer support issues to proper channels.
- Service Community Admin accounts, processing emails, and complaints escalating when necessary
- Review and moderate all user-generated content and user profiles (either pre, post-, or reactive moderation) within forums, comments, images, and videos, liaising with the Legal and Community team where required.
- Leading Onshore unit for the daily activities related to Social Media Moderation.
- Prepare and generate tracking spreadsheet/MIS reports related to Customer comments, Sentiments, response time, and Operation MIS.
- Enhanced collaboration between team members by preparing meeting materials and taking clear notes to distribute to stakeholders.

SENIOR OFFICER (ASSETS & CARD OPERATIONS)

NOOR BANK | October 2015 to March 2018

- Day to day processing/checking of the PF and Credit Card with the main objective of accurate recording of transaction in the core banking system within agreed timelines after ensuring approvals and all required documentation for such transactions.
- Auto finance: Issuance of LPO, Placing and releasing of mortgages in the RTA system.
- As per Shari'a requirements, executing purchase and sale requests for new assets and card booking.
- Review and authorize in compliance with internal policies and procedures including or in absence of such compliance exception approvals are obtained.
- Authoring journal entries of Settlement of assets and cards.
- Reconciliation for Sundry GL of assets and cards.
- Performing monthly proofing reconciliation of respective General Ledgers (PF and CC).
- Overdrawn entries and initiation of a chargeback, when necessary on scenarios related to late presentment and No authorization obtained transactions.
- Handling customer complaints regarding ATM transactions through recon and video footage.
- Archiving the physical documents submitted for the booked cases duly marking the booking contract details Processing and authorizing the settlement requests received through.
- Retrieving documents and Cheque on request from the collection or internal auditors.
- Ensure the process of other departments is well controlled as per the bank's policy and Shari'a compliance by completing RCSA (Risk control self-assessment).
- Maintaining and providing MIS to the unit Heads and Higher Management within stipulated timelines.
- Handling customers' complaints received through the branch/Customer experience team and resolved accurately and quickly.
- Undertake setup and test system changes with support from the IT unit.

SENIOR OFFICER (ASSETS & CARD OPERATIONS)

NOOR BANK | September 2014 to September 2015

- Approval details are checked and process booking cases in the banking systems as per Bank guidelines for Personal finance, Business finance, and Islamic cover drawing.
- Business finance and ICD – Issuance of Murabaha and Tawarruq, LPO, LOU, and FOL's and booking the contract in the i-flex system.
- Home finance - Issuance of FOL's and booking contracts in the i-flex system.

- Corporate finance – Checking CLP for customer's credit limit and credit line, Quotation and processing the Murabaha agreement, Direct dealing with DMCC for the purchase and sale of a commodity.
- Maintenance– Customer contact details will be maintained as requested.
- Update secure banking systems and maintain the confidentiality of data
- Prepare financial reports for management
- Monitor junior bank employees on Application Processing and customer service techniques
- Maintain current knowledge about the latest banking products and services
- Reconciling monthly banking accruals.
- Played an integral role in developing methods to monitor store staffing needs and forecast future requirements.

REFERENCES

RAJIV PATIL
Head of Retail Asstes
rajivpatil1977@gmail.com

TRUPTI KOTHARI
Delivery Project Executive
truptikothari@gmail.com

EDUCATION

B.COM (BACHELORS OF COMMERCE)

BANGALORE UNIVERSITY | 2011 to 2014

AWARDS

PAT ON THE BACK” AWARD - TWICE
OVER ACHIEVED THE TARGET- SOCIAL MEDIA STRATEGY
NOOR BANK

PAT ON THE BACK” AWARD - TWICE
OVER ACHIEVED THE TARGET- BEST OPERATIONAL SUPPORT
NOOR BANK

STAR TEAM AWARD– CONCENTRIX
OUTSTANDING PERFORMANCE.
CONCENTRIX PVT LTD