

Resume for Richard Sachin Dias



Name: Richard Sachin Dias
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Certification:Risk Management in Banks
Anti-Money Laundering

Other Qualification:

Computer foundation course in Word, Excel and MS Office /Familiar with Outlook and SAP
Worked on CRM, Base-24, Vision Plus, Galileo and saber

Skills:

Have the ability to execute programs using limited resources. Problem solving and communication skills are some of the qualities developed from my experience as an able customer services rep
Profile Summary: **UAE work experience**

Started my career with ENBD call center in the year 2008 and till date held various positions and responsibilities within the group. 01st July 2020 has been my last working day. A true learning experience and a journey that ended so that a new one can begin

Experience summary with ENBD group is as follows:

- 1.Call center rep with CCO
- 2.Card and Vault custodian dispatch and admin Supervisor with Network International
- 3.Processing Specialist for Emirates Islamic
- 4.Document Checker Specialist for Tanfeeth
- 5.Merchant Acquiring project for Al Ahli Bank Bahrain
- 6.LC processing at Mashreq Bank

India Experience: As required experience info will be provided

1. Vehicle repossession rep: Citibank-01year
- 2.Project at Tata Group:01 year-Procurement and Inventory In charge
- 3.Project at Bharat Petroleum: :approx. 03 year-Procurement and Inventory In charge
- 4.Office and accounts assistant:01year
- 5.Bharat Heavy Electricals project at Bharat Petroleum-Storekeeper In charger: 01year
- 6.Intelnet global services: Senior customer service:3 years six months

Objective:To be a part of a vibrant and growing company offering a hi-tech, innovative and motivating work environment, enabling me to utilize my functional experience and to constantly upgrade my knowledge and skills to the latest trends of the service industry, to acquire exposure in my field of operation, to eventually rise to a position of command and thus evolve as a successful individual.

Education:

Bachelor of Commerce Degree through Mumbai University –Oct 2007

WORK EXPERIENCE

Tanfeeth LLC: Document checker specialist-(customer screening onboarding and periodic review for).ENBD and EMIRATES ISLAMIC customers

April 2018–July 01st 2020

The basic **duties** of an **Operations Specialist** is to manage the flow of a workplace and optimize day-to-day activities. The role involves **tasks** like analyzing business **operations** and identifying customer needs in order to bring the two closer together.

Handling day-to-day request sent by 65+200 branches through BPM system for ENBD and Emirates Islamic.

2. Complaints and escalations
3. Handling KYC and Account Opening Document verification.
4. Processing closure request of accounts and Fixed Deposits
5. Maintenance of Company and Individual Accounts done on Finacle.
6. Processing files and documents as per requirements from PFD- risk and compliance
- 7.Done yearly review of Fatca and CRS for Compliance Team -

Dicetek LLC-Processing Specialist for Emirates Islamic

Dec 2015–April 2018

ITD-Investment Term Deposit Processing/creation/calculation of profits/segment changes as per unit head requests

KYC and cdd updating

Standing orders centralization at IBBS head office and processing.

Dicetek LLC-Processing Specialist for Mashreq Bank (Corporate Customer Service)

June 2015–Nov 2015

1. Handling customer request for Letter of Credit, Trust Receipt, Bid bond, guarantee processing and sending the request to the FTC Dept for processing/**Customer complaints and escalations handling.**
2. Handling Mashreq Matrix online customer request for unlocking, blocked by bank application process
3. Handling customer complaints and issues about remittances. Crypto card uses and unblocking guide the customer through the Steps and process.
4. Monthly statements and swift copy emailed to the customer as per their request.
5. Assisting new customers with log in process for Mashreq Matrix LC and amendment processing on daily basis
6. Dispatch of LC and amendments through Aramex and first flight couriers
- 7.Meeting daily SLA for the department

Network International-Dept: Obernet International: Vault and card custodian and Dispatch Supervisor: August 2009 till 15th August 2012 and Dec 2012 till 30th June 2014.

Job Responsibilities: Supervisor: Handling a Team of 06 members

1. Handling daily transactions of inventory control and daily issuance of Cards for the work orders received for Cards on a daily basis.

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2. Receiving and dispatching consignment of cards from Vendors and Courier Companies as when dispatched by the Client Moreover, Banks.
3. Handling and preparing of MIS Finance Reports and daily MIS stock reports to customer and maintaining Customer Service level with the Clients. Staff Roster management and training, meeting customers Daily immediate requests.
4. Checking stocks and stationery on a daily basis maintaining stock MIS.
5. Assisting and conducting Monthly Audits for stocks within the vaults.
6. Assisting with Visa and Master Audits for stocks within the vaults on a yearly basis.
7. Dispatching of cards for various banks to their locations and branches and customer E.g.: ADCB
FGB, ENBD, MAF
8. Coordinating with DHL. Aramex for consignment dispatched from DXB to different banks within the GCC.Eg SCB Qatar, Bahrain. Handling customer complaints from Banks if cards not received by Customer and at site.
9. Daily Inventory for dispatch and low on stock reports for cards and stationery being sent to the Management and the various banks
10. Preparing fortnightly and monthly forecast on low on stocks the monthly weekly and yearly forecast of Usages and informing the respective banks and units accordingly

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MSU Project for Network- Ahli Bank - Bahrain – (Officer merchant Processing)-Aug 24th 2012 till 24TH Dec 2012,
Job Responsibilities: Team of 07 members

1. POS Deployment and Training of merchants at site
2. Monitor Merchants of different segments about visa/ master card usage on pos terminals
3. Responsible for managing the output of Telecalling in the area of Merchant retention
4. Vision plus Input for new Merchants and Amendment request for old merchants e.g.:address, email address
5. Coordinating with DHL for consignment dispatched from DXB and receiving it at Bahrain e.g. POS consignments POS rolls etc.
6. Coordinating for day to day daily work within the depts. (pending documents for merchants who's Agreements Received for POS terminals)
7. Coordinating with IT and Admin dept. with regards to New Joiner system application and admin with regards To Cash Invoice approvals, stationery approvals from Retails Banking Heads and forwarding to Admin general Services dept.
8. Approvals from concerned heads about Invoices from DHL, Stationery companies etc. for finance Bills payout. Conducting Audit on Monthly basis. Handling ticketing and visa applications for staff online
9. Daily audit of new merchants. Check done as per Visa and MasterCard specifications on their website and central bank check as per Ahli bank policy
10. KYC check of new merchants as per compliance requirements
11. Any further request about courier issues need to liaison with the General services team In AUB

Merchant Acquiring Helpdesk

1. Attending merchant calls about POS rolls request, end of day helpdesk calls transferred to mobile Phone. Attending merchant calls at odd hours, weekend and holidays
2. Pos machine not working first point resolution on the phone and at customer's office or branch if still Not working then escalating to the Technical Team within MSU-BAHRAIN
3. Sight training to merchants about POS deployment in the market eg: Jewellers, Supermarkets
4. Payment not received, necessary documents need to be obtained from the merchant and forward the same Details to the Merchant settlement team in MSU-Bahrain
5. Retaining customers by meeting Customer complaints and having issues resolved before the given TAT time And informing the customer at his office.

Emirates NBD Bank (ENBD) - Call Centre Representative- July 2008 till June 2009

1. Handling customer query and complaints
2. Escalations
3. Credit card activations and query and online banking issues
4. Queries related to loans and checking eligibility criteria
5. Online Banking Issues
6. Accounts activation, replacements of ATM cards, general information and inquiries with regards to Accounts and credit cards updating customer profile