



PARAMESHWARI MADHAVAN

SALES & OPERATIONS

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United Arab Emirates

Birth Date

22/06/1987

Nationality

Indian

Driving License

Yes

SKILLS

MS Office

Management Information System (MIS)

Sales

Adaptability, Communication, Flexibility, Problem Solving, Team Work

LANGUAGES

English

Tamil

Malayalam

PROFILE

A result oriented professional with nearly 12 years of comprehensive experience in customer-oriented with strong multi-tasking skills and ability to efficiently prioritize task. Self-motivated personable and result-driven individual. Possess excellent interpersonal, communication & organisational skills with proven abilities in team management, customer relationship management & effective crisis management.

EDUCATION

B.com, University of Madras

Chennai | 2004 June - 2007 April

EMPLOYMENT HISTORY

Relationship Officer, Dunia Finance

Dubai | 2019 January - 2019 June

- Calling valued customers for new promotions (Credit Cards, Loans etc).
- Responsible for all sales activities, from lead generation to closer of application.
- Responsible for customer sales, service and satisfaction.
- Fast and efficient telephone inquiry and order processing
- To attend telephone, fax and email enquiries in a timely manner.
- To attend and prepare documents for weekly and monthly sales meeting.
- Handling customer queries and their complaints with complete satisfaction.
- Maintenance and management of database.
- To ensure the targets are met.

Retention Officer, Commercial Bank International

Dubai | 2017 October - 2018 March

- Respond to customer queries and address service complaints in a timely manner.
- Analyze customer feedbacks and develop new techniques to ensure customer retention.
- Provide excellent customer services and ensure customer satisfaction.
- Build positive working relationships with customers for repeat businesses.
- Perform customer negotiations and reach a fair conclusion from both bank and customer perspectives.
- Validating data and documents provided by customers/branches.
- Taking ownership of retention proposals to ensure positive results for both bank and the customer.

Sales Associate (CATS-D), Abu Dhabi Commercial Bank

Dubai | 2014 December - 2017 June

- Calling predetermined customers and proactively sells a product of the bank.
- Selling products like credit card, personal loans, account opening and life insurance from Zurich insurance.
- Ensure realistic commitments are giving to customers and render them excellent service to differentiate ourselves from the competition.
- Able to maintain/update customer information on to the database.
- Confident and possessing excellent communication skills.
- Able to take up/handle additional responsibilities of the team
- Strict compliance on documentation is followed as per policy norms.
- Giving quality customers to the bank, which leads to quality references thus ensuring each case is profitable to the bank.
- Ensure clean and healthy sourcing without resorting to quick-fix measures and fraudulent practices that may affect performance of the portfolio.

Relationship Officer, First Gulf Bank(FAB)

Dubai | 2013 April - 2014 November

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- Fast and efficient telephone inquiry and order processing
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KYC Analyst, Barclays Shared Services (India)

Chennai | 2009 October - 2012 March

- Authorising the Asset / Liabilities Account openings (Personal Loan / Business Loan / Corporate / Liability / FD / TD a/c opening & a/c maintenance), ensuring BAU is carried on with minimal error maximum output & ensuring TAT is maintained with adherence to the SLA for all products.
- Pre-screening of application received from different sources, to ensure the application is filled up correctly with the relevant documents.
- Coordinating with different departments like sales for any decline and with compliance for and sanctions match.
- Coordinating with Disbursement dept for timely disbursal of loan.
- Data entering applications in various systems (BPLS, BBLS, Transact) upon getting requests from credit.

- Doing KYC for the customers from APAC and ABSA countries.
- Perform as a KYC analysts as well as a KYC approver to perform due diligence on clients to meet AML standards
- Due Diligence Checks Done for all the Senior Executives and Board of Directors and identify the Registry, Regulation, Proof of Listing, nature of business etc., for the organizations.
- Reviewing and approving client account opening files involving low risks, medium risks and some of the high risks including hedge funds clients and Special Purpose Vehicles (SPV)
- Extensive use of UBS internal software such as GAOS, and Alacra for reviewing accounts for KYC approval as well as external sources such as BankersAlmanac, DnB, Orbis etc...
- Reviewing manual and exceptions to Customer Identification Program (CIP) and recommending approval or rejection to Client Onboarders.
- Responsible for analyzing series of transactions within the context of the business to determine their business validity.
- Directly contact with the front office, regarding queries.
- Sending updated MIS to the client on daily basis.

Process Associate, TCS E-Serve

Chennai | 2007 October - 2009 August

FIPD-Cash (Lockbox Operations)

- Cheques and documents verification, which were sent by Client.
- Key the Information from the Cheques and documents as per the customer instructions.
- Updating onshore team with all MI and timely details of all work carried out in offshore.
- Supporting Team Leads in all times.

COURSES

Human Resource Program, Forage(GE)

2021 September - 2021 October

ACCOMPLISHMENTS

- Won Top performer awards most of the month in ADCB
- Won Star of the Month, Falcon of the month, Think Smart Awards in Barclays Bank.
- Recognised by the management for efficiently handling high pressures, escalations and unexpected volumes.