

Huned Karjatwala

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JOB PROFICIENCY

Accounting and Administration since Apr 2013 in Salvus Advisors DMCC, Previous 2 years Project and Administration Manager in Logistics company. 20 years of experience in the field of banking covering Front Office Customer Service (7 years), Backoffice Operations (7 years) and Project Management (6 years) in HSBC UAE.

WORK EXPERIENCE IN VARIOUS COMPANIES

SINCE: APR 2011

Accounts and Administration Manager

Period: Apr 2011 – till date

Worked in USH Freight LLC (2 years)

- Handling Office Administration, Backoffice Operations and Implementation of new Operations Software.

Worked in Salvus Advisors DMCC (4 years)

- Handling Accounts, Office Administration including HR administration

Currently working in Al Ayoubi Accounting and Auditing since Apr 2017

- Office Management, Administration, Book Keeping and Handling Customer Queries.

WORK EXPERIENCE IN HSBC (20 YEARS 4 MONTHS)

SINCE: JUN 1989



Project Manager – DIFC / Emaar Square

Period: Jun 2007 – Oct 2009

Managing the project of establishment of Investment Banking / Private Banking in DIFC (180 staff) as well as establishment of a new corporate Head Office for HSBC in Emaar Square and relocating 850 staff to Emaar Square from various locations in Dubai.

- Collating department requirements related to networks, systems, desking, office automation, work synergies with other departments, staff transportation, parking, audit requirements, compliance requirements etc.
- Liaising with IT department, Property Department, Administration department for various issues / tasks related to the relocation
- Planning and overseeing department relocations and providing support to departments in relocating.
- Providing updates to senior management on the project plan, current project status and cost against budget

Re-engineering the existing processes and offshoring to Global Resourcing Centres in India.

Migrated general banking processes like accounts opening / servicing, remittances, loans / overdrafts processing and credit cards processing to processing centres in Bangalore and Hyderabad from UAE.

- Identify and re-engineer the processes to be migrated with offshore processing requirements.
- Document the new process flow along with benefits and obtain appropriate approvals from business, audit and compliance.
- Prepare comprehensive project plan covering the full migration schedule
- Prepare various documents related to migration with project management & operations in processing centres.
- Conduct working group meetings with all relevant departments.

Implementation of Imaging and Workflow System

- Identify the processes which would require an Imaging and Workflow System (IWS) to enable process migration offshore
- Prepare a detailed document on the system requirements and arranging
- Arrange for system testing and trial runs and live implementation

Officer in Central Support Processing Centre (NSC)

Period: May 97 - Jan 03

Responsible for setting up the first centralised backoffice processing centre in Dubai called Network Service Centre (NSC) for all remittance processes from 8 branches in UAE.

- Identifying the processes to be centralized, standardizing the process, re-writing the procedure manuals, procuring approvals for new process from audit and compliance and migrating the processes from branches to centralized backoffice.
- Post NSC setup worked in various roles within NSC such Salaries officer, Accounts Maintenance officer, Inward / Outward Remittances officer, Credit officer, Audit recommendations implementation for the centre including internal audit and Leave Relief Officer.

Operations Supervisor in Payments and Cash Management

Period: May 96 - May 97

Responsible for setting up and servicing of customer accounts for online access (E-banking system)

Customer Service in Jebel Ali Br. and Teller Supervisor in Bur Dubai Br.

Period: Jun 89 - May 96

Attending personal banking customers and processing all types of transactions in Jebel Ali Branch. Processing corporate labour guarantees, salaries and account opening / servicing / closing .

Supervising three cash tellers including foreign currency tellers in Bur Dubai Branch

MAJOR ACHIEVEMENTS

- Designing and implementation of Imaging and Workflow solution in HSBC
- Re-engineering of processes for offshoring, eliminating redundant steps and reducing turnaround time.
- Offshoring general banking and credit card processes to Bangalore and Hyderabad from UAE
- Establishing investment banking / private banking branch in DIFC (180 staff)
- Establishing regional Head Office in Emaar Square (850 staff)
- Setting up of Centralised Backoffice for Remittances from 8 branches across UAE

EDUCATION AND PERSONAL DETAILS

- Bachelor of Commerce from KMC College, Bombay University
- Diploma in Computer Science from Datamatics Corporation, Mumbai

Personal Details

Date of Birth	:	24 Feb 1967
Marital Status	:	Married
Nationality	:	Indian
Languages known	:	English, Hindi, Gujarati