

# CURRICULUM VITAE



**Ms. PRIYA MENON R.**

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## CAREER OBJECTIVE:

To work in a stimulating and challenging environment that would facilitate the maximum utilization and application of my learnings and knowledge making a positive difference to the organization.

## PROFESSIONAL EXPERIENCE:

20+years experience in the Banking Industry in Corporate Banking Sector and having administrative skills in managing client centric office operations, ability to facilitate all aspects of internal and external communications, supporting the operational and administrative functions by working collaboratively within the organizational teams for aligning business objectives to achieve maximum operational impacts and improving efficiency.

## AREAS OF EXPERTISE:

Organization Skills

Communication Skills

Efficient Time Management

Risk Assessment & Monitoring

Influence Negotiation Skills

Client & Employee Relations

Mentoring & Coaching

Schedule Management

## ORGANISATION: HSBC Middle East, Dubai ( 2007 – till date )

**Present Function: Business Support / Executive Assistant to Chief Information Officer (CIO) for Middle East North Africa & Turkey (MENAT) 2020Dec – till date**

- Represent & Manage the MENAT CIO Office and to support all internal/external engagements & including recommendations to rightly position the CIO as a Sponsor and Advisory Board Member for various Conferences, Seminars and Media Award Submissions.
- Management of the relationship and engagement with the offices of MENAT Senior & Group Leadership teams to enable and execute the MENAT Technology Agenda.
- Working Closely with Regional and Country Global Business / Function CIOs to provide holistic MENAT Technology view to the MENAT CIO on various parameters.
- Inbox & Calendar Management – internal and external correspondence, assign and delegate actions, briefings with insightful executive summaries with relevant background information.
- Preparation/Co-ordination for all key events internal and external (Townhall, Roadshows, Management meetings)
- Manage Travel & Entertainment Budget & Cost Center for CIO, including business travel arrangements.
- Co-ordinating/ Develop/Review presentations/ Speeches for internal and external audiences.
- Take care of all Public Relations and communications topics as a lead for the CIO Office.

**2014-Jan – 2020 Dec**

**Manager – Client Onboarding Team - Commercial Banking ( Corporate )**

Responsible for operations of opening accounts for Commercial Banking ( CMB ) customers (in country and across the Group) and manage the end-to-end customer on-boarding to deliver best in class on-boarding experience. Also actively support the onboarding Team Manager in successful delivery of wider functions of the department. Main Functions involved were :

- Dealing complex accounts and with high expertise by ensuring customer account opening documents & KYC data were verified and in line to the guidelines stipulated specially for complicated structured entities, within the stipulated service level agreement and ensuring customer satisfaction at all times by ensuring customer is updated at all times and the process involved .
- Taking ownership & Driving the appropriate approvals internally in line with regulatory requirements.
- Independently working with compliance and Legal based on the guidance to ensure all the documents and information is fulfilled according to the stipulated guidelines.
- Enriching know-how on changes in external/internal regulations and ensuring adherence to these which often involves considerable research online and engagement with external stakeholders such as regulators, industry bodies etc.
- Ensuring optimal balance in terms of the client orientation, business imperatives and adherence to the compliance mandate & being responsible for the quality checks within the team.
- Executing various administrative tasks in managing client centric office operations and facilitating internal and external communications.
- Supporting the operational and administrative functions by working collaboratively within the organizational team for aligning business objectives to achieve maximum operational impacts and improving efficiency.

**2007-Jan – 2013 Dec**

**Function : Corporate Services Officer - Commercial Banking ( Branch )**

Responsible for operations of Credit Operations. Required to assist corporate customers for account opening and other mandate related processes. Additionally also involved in internal projects ( Project Polo, Project Sky ). Main Functions involved were :

- Meeting and Advising Corporate customers the account opening process & also answering queries from local and international customers on the account opening process and ensuring that all corporate account documentations is in line with the internal requirements.
- Handling corporate customer queries on snags in their account regarding inward/outward remittances, cheque returns, balances, charges and interest rate calculations for borrowing customers and Processing Term Deposits and Standing Instructions.
- Implementation of all audit recommendation for mandate functions.
- Taking necessary action on daily exception/action reports by covering from other related accounts if instructed by Credit Managers.

**PREVIOUS ASSIGNMENT**

**Organisation : Llyods TSB, Dubai**

**2006 Sep - 2006 Dec : Designation : Corporate Account Opening Administrator.**

Responsible for the Corporate Account opening as "Product Specialist" for the core function of account opening for the whole of UAE & equally responsible for the retail account opening function for the branch.

**PREVIOUS ASSIGNMENT**

**Organisation : Derby Consultants for HSBC Middle East ( Temp Position )**

**2005 March - 2006 Aug : Designation : Corporate Credit and Operations Representative**

Responsible for the Corporate Account opening and mandate related issues.

## PREVIOUS ASSIGNMENT

**Organisation : ICICI BANK, Bangalore, India**

**1999 Nov - 2004 Dec : Designation : Corporate Banking Officer**

*Started my corporate banking career with corporate and institutional Banking Division.*

- *Worked in credit department, maintaining the MIS for the whole Western region & Handled Credit proposals.*
- *Cash Management Services activities for Corporate Clients.*
- *Account opening formalities of savings bank and current a/c, handling of fixed deposits related activities like opening, renewal and closure.*
- *Recovery and Remittance of TDS on interest earned on fixed deposits, Issue of demand drafts, pay-orders and fund transfers.*
- *Responding to inter branch transactions and other office accounts & handling all the public-issues and safety bonds for the branch.*
- *Accurate submission of CAT – returns for cash and half-yearly and yearly returns for the bank.*
- *Training and grooming of new recruits in the branch.*
- *Worked as the Teller with volume of around 4500 corporate clients.*

### **Projects Involved in :**

- *Management Research project on Six Sigma implementation at ICICI bank.*
- *Five S implementation in ICICI Bank*

## EDUCATIONAL QUALIFICATION

**Bachelor of Science - Kerala University, India . Year of: 1996-1999**

## ACHEIVEMENTS

- *Commercial Banking Award for the Best Customer Service Representative for the Year 2007 HSBC Middle East*
- *Received Shukran Awards for being customer driven - 10 awards ( 2007 till date )*
- *Received Award for Valued Contribution towards successful completion of Project Sky (2013 ) ( An HSBC Company Program).*
- *Received awards for high contribution towards the international business accounts opening*
- *Recommended for assisting in various internal projects for bank.*

### **Additional Training undergone :**

- *Customer Service Training by Mercury-Goldman International.( ICICI )*
- *Training for Mutual funds, conducted by Association of Mutual funds of India.*
- *Participated in many workshops, seminars and training programs conducted in-house by the HSBC Bank Training Center on various banking products and themes.*
- *Participated in Professional Development Program on customer on customer connect conducted by The Emirates Academy of Hospitality Management.*

## PERSONAL DETAILS

<b><u>Hobbies:</u></b>	Music, Traveling, Reading.
<b><u>Marital Status:</u></b>	Married.
<b><u>Date of Birth:</u></b>	18 <sup>th</sup> March 1978
<b><u>Languages Known:</u></b>	English, Hindi, Malayalam.
<b><u>Passport Details:</u></b>	L9301962
<b><u>Nationality:</u></b>	Indian
<b><u>Visa Status:</u></b>	Residence (Husband Sponsored)