

ALPA J TRIVEDI

EA TO MD

Contact Information

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MARITAL STATUS:

MARRIED

TECHNOLOGICAL SKILLS:

Proficient in MS ACCESS

CREATING AND
MODIFYING DATABASES,
TABLES, QUERIES
FORMS AND REPORTS.

Expert in MS Word

MAIL MERGE, FORMATTING,
CREATING VARIOUS TYPES OF
DOCUMENTS AS PER REQUIRED
ALIGNMENTS, MACROS.

Advanced knowledge of MS Powerpoint

CREATING AND
MODIFYING SLIDES BY USING
DIFFERENT TYPES OF
ANIMATIONS, CLIP-ART,
TABLES, CHARTS.

Preferred Locations: Ahmedabad and other Metros in Gujarat, Mumbai, U.K, Australia and Germany.

In quest of senior level managerial assignments with growth-oriented organization.

SUMMARY

Accomplished Professional Banker and EA to MD having degree of MBA (Masters in Business Administration-Finance) with 7+years of progressive experience.

Expertise in Customer Service, New System Implementation, Vendor Relations, System Administration, Project Management, Strategic Planning, Training.

- ✓ Contortionist at solving customer queries efficiently by doing Multi-tasking leading to higher cross-selling of various bank products.
- ✓ Proficient in communicating effectively with various departments and hence getting work done at a faster rate.
- ✓ Ace in maintaining enthusiastic and positive environment resulting to high performance of overall team.
- ✓ Demonstrated strong abilities in Customer Service and KYC checking of AOF's.

CORE COMPETENCIES

- Tactical Decision Making
- Resource Allocation
- Team Leadership
- Critical Thinking
- Strategic Planning
- Project Management & New Systems Implementation
- Client Satisfaction
- System Administration
- Key Stakeholder Partnerships
- Operational Training & Analysis
- Banking Expertise
- Interpersonal Communication

TECHNOLOGICAL

SKILLS:

*Excellent knowledge of
Core Banking Solutions*

FINACLE, FLEX AND FCRM

Platforms

**WINDOWS VISTA 7, UNIX,
ORACLE.**

Languages

**JAVA, HTML, CSS, BOOTSTRAP4,
SQL, VB, C, C++.**

PROFESSIONAL EXPERIENCE

APR 2019

Till now

EA to MD

(Hifab Aluminium Pvt Ltd)

Responsibilities Undertaken

- Arranging Meetings as per MD's convenience.
- Taking care of the Membership and their renewals.
- Handling emails and correspondence internally and externally and replying on MD's behalf as may be required.
- Prioritizing MD's schedule and Managing his Calendar and appointments.
- Housekeeping of MD's Office .
- Attending all meetings with MD or on behalf of MD or as and when required.
- Preparing MOM for all meetings internal and external and updating MD.
- Checking all reports sent to MD and organizing them as required by MD.
- Drafting correspondence, conducted online research , handling courier related matters.
- Travel arrangements both for MD and the HIFAB team.
- Handling and Resolving Customer Complaints to MD as and when required.
- Handling Visitor & Guest management at MD's Office.
- Handling of incoming calls for MD and also calling on his behalf.
- Providing administrative & IT support to the HIFAB team.
- Preparing Travel and Hotel arrangements / Tour Expense reports for directors & HODs.

2010-2015

Branch Service Partner, Asst Mgr, Yes Bank Ltd.

SKILLS:

PROBLEM SOLVING

**IMPROVED WORKFLOW TO
INCREASE PRODUCTIVITY BY
10%.**

TIME MANAGEMENT

**ALWAYS MANAGED OWN
TIME AND THE TIME OF OTHERS**

COORDINATION

**EXPERT IN COORDINATING
WITH VARIOUS DEPARTMENTS.**

Responsibilities Undertaken

- Achieved +90% audit quality score of the branch.
- Monitored GL accounts.
- Ensured fast turnaround time while KYC checking and processing of more than 150 accounts (of all types) per month singlehandedly to improve to-market speed.
- Guaranteed the soundness in AOF and Service Requests dispatch details and condition of the same.
- Comprehended successful execution of requests like Travel Card Activation, Inward/Outward Remittances.
- Managed all cash handling tools and Investment products that help aid clients in achieving their respective financial goals.
- Accomplished +100 customer requests per month by liasoning, coordinating and following-up with various departments of bank for faster execution.
- Racked up 100+ cash and non-cash authorizations of branch per day by maintaining 0% error.
- Trained more than 10 customer service officers in branch banking activities and other administrative work.
- Supervised and tailgated roll out of various New core banking solutions without hampering tat of execution of AOF and requests.

Achievements

- Achievements in YBL are operations related as in-house selling wasn't allowed.
- Got promoted from Sr. Officer to Asst Manager due to consistency and dedication towards job.
- Increased GL size of branch significantly by reducing overall TAT of New Account Opening.
- Facilitated in achieving revenue targets of branch significantly through fast & flawless customer service.
- Optimized Branch Profitability by designing and executing various cost cutting strategies.
- Converted Dormant Accounts of customers into Transacting and Primary Accounts by calling up on regular basis and hence maintaining excellent rapport.
- Actualized AOF defect ratio of branch between 6 to 8% leading to higher customer satisfaction.
- Improved Service Request Quality of Branch by maintaining defect ratio below 6% every month.
- Designed, examined and distributed performance measurement report of discrepancies in AOF at branch level, focused on adherence to AML/KYC standards and reduction in execution TAT of AOF.
- Achieved reduction in TAT of AOF and Service Requests by regularly training operations and sales staff at Branch Level.
- Sustainably generated convertible leads every month by providing satisfactory and consistent client service.

2008-2010

Customer Service Officer,

ICICI Bank Ltd.

SKILLS:

**KYC/AML & CUSTOMER
SERVICE MANAGER**

**5 YEARS OF
EXPERIENCE WORKING
FOR A ISO 14001:2004
COMPANY .**

LEADERSHIP

**HAVE LEAD TEAM OF 6
CUSTOMER SERVICE
OFFICERS AS MOST SENIOR
MEMBER OF TEAM.**

Responsibilities Undertaken:

- Submission of various MIS to management.
- Generating revenue by cross selling various products and achieving targets of branch.
- Achieving targeted Branch Score Card by fulfilling various parameters.
- Manned customer queries, fund transfers and cheque deposit.
- Handled NRI and savings account opening and request processing.
- Taken care of Current account opening and request processing.
- Directed Cashier desk for Liabilities and Asset Customers.
- Successfully maintained Higher Service Request Quality of branch.
- Made branch ISO Audit compliant.
- Engaged in prospecting and customer service inquiry reply calls as needed.
- Trained customer service officers in branch banking activities and other administrative work.

Achievements:

- Contributed to 1/4th sales of Gujarat Region by in house selling of Life Insurance amounting to Rs.90 lakhs.
- Won "Race to IIPL" contest of selling life insurance.
- Won "Quest for the Best" contest of selling Life Insurance.
- Won "Best-I and II" contest of selling Life Insurance.
- Won "Bandhan"contest of selling Life Insurance.
- Won certificate of excellence for selling highest number of accounts.
- Appreciated and rewarded by top management for outstanding performance in sales.
- Won National Level Award for Zero Errors in Operations and Audit for quarter ranging from June to August 2009.
- Awarded as Pan India No.1 Employee in 3 National Level Contests of selling Life Insurance.

Education:

**S.K.Patel Institute MBA (Finance)
of Mgmt and
Computer Studies,
Gujarat Uni,
Gandhinagar,
2004-2006.**

**R.J.C.C. Bsc (CA & IT)
Hemchandracharya
North Gujarat Uni
Patan.
2001-2004.**