

**NITIN MISHRA**

**Mobile:**+91-7503297827, 08077914600/ **E-Mail:**nitzmfmmbhu@gmail.com

A result-oriented professional, familiar with overall functioning of banking processes, seeking middle or entry level position in an organization that will provide me an opportunity to accelerate its growth on the strength of my skills and abilities, in the process enhance my potential.

**PROFILE SUMMARY**

- MFM (Equivalent to MBA Finance)– Finance professional with over 48 months of experience in Banking Industry.
- Firstly, associated with Royal Bank of Scotland Business Services Pvt. Ltd., New Delhi as Process Associate
- Secondly, associated with HCL Technologies Ltd (BSERV), Noida, U.P. as Data Analyst (Verifier) in BOI Payments.
- Thirdly, associated with Edelweiss Tokio Life Insurance Company Limited. LUCKNOW, U.P., as Branch Operation Executive (Front Office Desk)
- Currently, associated with BFC forex and financial services pvt ltd as Customer Service executive Operations
- Skills in recommending new initiatives and contributing towards improved financial performance, heightened productivity and enhanced internal controls
- Abilities in handling banking operations and maintaining long-term customer relationships through the provision of high quality service
- Handling day to day all activities like management of physical forex currency transactions and agents , maintaining MIS on daily basis
- Excellent communication, analytical and interpersonal skills and ability to motivate peers
- Quickly learn and master new technologies, successful working in both team and self-directed settings

**ORGANISATIONAL EXPERIENCE**

- ❖ 20<sup>th</sup> JAN'14 TO 20<sup>th</sup> OCT'15 –: Royal Bank of Scotland Business Services Pvt.Ltd., New Delhi, as Process Associate
- ❖ 28<sup>th</sup> OCT'15 TO 6<sup>th</sup> OCT'17:-: HCL TECHNOLOGIES LTD (BSERV).NOIDA, U.P., as Data analyst (Verifier) for BANK OF IRELAND PAYMENTS (BOI PAYMENTS)
- ❖ 08<sup>th</sup> MAR'18 TO 23<sup>rd</sup> Oct'20:- Edelweiss Tokio Life Insurance Company Limited. LUCKNOW, U.P., as Branch Operation Executive (Front Office Desk)
- ❖ 13<sup>th</sup> Sep'21 To 28th Dec21:- BFC Forex and financial services pvt Ltd ,Hazratganj,Lucknow, U.P., as Customer Service Executive Operations
- ❖ 14th Jan22 To 24th Feb23:- HCL TECHNOLOGIES LTD (BSERV) LUCKNOW, U.P., as Quality Analyst (Supervisor) for BANK OF IRELAND( BOI PAYMENTS)
- ❖ 27th Feb23 To 30 Sep23:- Star Union Dai Ichi Life Insurance company Ltd, 8<sup>th</sup> floor Cyber Heights , Gomti Nagar, Lucknow as a Branch Operation Executive(Front office desk).

**Role:**

- Steering activities pertaining to international banking and service operations in Cash and Payments Department
- Rendering effective support in delivering all the transactions relevant to retail and corporate clients
- Helping the onshore team for initiating payments till it reaches its verifying stage and preparing customized reports for the same
- Involved in detail investigations to confirm nature of business, AML activities and risk involved in having transactions with sanctions, high risk and blacklisted countries.
- Proactively involved in delivering best quality output and providing assistance in minimizing the risk of any fraud to bank and company.
- Handling tasks entailing outward & inward payments, electronic payments, swift mechanism and EOD reports
- Handling payments in queues according to their cut off time and ensuring that all payment are verified in the provided SLA.
- Preparing daily work allocation so as to maintain the ratio of daily production.
- Handling team in absence of team leader and mentoring the new processors.
- Customer handling with all types of queries and operational work such as new business processing till issuance
- Providing assistance and guidance to sales team for product logins or new product launch.
- Working as local admin for branch as it's a regional branch.
- Some sales part as pitching new products to walk-in customers to provide business to branch.
- Team handling and resolving queries raised by the team.

**Accomplishments:**

- Awarded as Star Performer of the Month for achieving highest productivity with zero percent error in 2015.
- Received 1 Spot Ovation for good performance in 2014.
- Deftly participated in daily team huddles and recommended new ideas for better business process that resulted in reducing the TAT and improved the overall banking experience of corporate and retail customers.
- Awarded for outstanding Performance for the first quarter of the year 2016.
- Awarded as Quality Champion for the quarter of JFM2017.
- Awarded for meeting persistency criteria of Lucknow branch AMJ 2018.
- Awarded for best performance among all new joiners.

## ACADEMIC DETAILS

July 2013 Master of Financial Management from Banaras Hindu University, Varanasi with CGPA of 7.78 on a scale of 10 (73%)

July 2011 B.com from Lucknow University, Lucknow and secured 56 % marks

April 2008 XII from New Way College (CBSE), Lucknow and secured 63% marks

April 2006 X from New Way College (CBSE), Lucknow and secured 71% marks

## IT SKILLS

- Having six months Diploma in computer Application (DCA)
- Having knowledge of Microsoft Office – Word, Excel, PowerPoint, Outlook

## ACADEMIC ACCOLADES

- Having NCFM Certification in \*Commercial Banking in India.  
\*NISM Series V-A: Mutual fund distributor's certification examination.
- Having certificate of National Conference on Global challenges and opportunities in post recession era, BHU, Varanasi.

## INTERNSHIP

Organisation : **FINO** (Financial inclusion network & operation), Lucknow

Duration : 2 Months 18 Days

Key Learning : I had done my summer internship on the live project of "**Financial Inclusion**" which is run by FINO as a technological partner in financial inclusion mission of central government. During the summer Internship, I visited to the sites where the projects are running and gained a practical experience with officials working there.

## EXTRAMURAL ENGAGEMENTS

- Organized an event on Teachers Day, at BHU, FOC, 2013.
- Served as a member of Placement Coordination Committee at BHU.

## PERSONAL DETAILS

Father's Name : BRAMH DUTT MISHRA

Mother's Name : MEERA MISHRA

Date of Birth : 01<sup>st</sup> December, 1990

Languages Known : English & Hindi

Nationality : Indian

Permanent Address : 476/281 Purani Bans Mandi, Khadra, Sitapur Road, Lucknow, 226020.

Marital Status : Married

Personality Traits : HONEST, Confident, Innovative, Responsible, Optimistic and Punctual

## DECLARATION

I hereby declare that the above details given by me are correct to the best of my knowledge.

Date: 10/09/2024

Nitin Mishra