

# Pankaj Aaswani | Assistant Manager / Operation Executive

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**Address:** Wasl Village, Dubai, UAE



## Career Objective

Strong background in banking and accounting seeking to leverage expertise in financial analysis, transaction management, and regulatory compliance in an accounting role. Committed to delivering accurate financial reporting and improving operational efficiency.

## Work Experience

### HDFC BANK LTD – JAIPUR, INDIA.

Assistant Manager | (Sep. 2022 – August 2024)

- Processing daily client transactions, including deposits, withdrawals, money transfers, loan payments, and selling cashier's checks and reconciliation CDM, inward and outward remittance.
- Maintaining and periodical reconciliation of deliverables like ATM CARD , cheque books, DD, Welcome kits, forex card.
- Accurately maintained records of each transaction and ensured all documentation and paperwork was in place and within compliance.
- Assisted in lobby management initiatives; engaged customers in conversation regarding services offered, location of personnel, and other related customer service activities.
- Maintained up to date records & reports at all times to ensure accurate auditing; led document audits, regularly exceeding audit interview expectations.
- Provided professional customer service by responding to inquiries, offering information on banking products, and resolving basic customer issues.
- Ensure compliance with banking regulations, including anti money laundering (AML) and know your customer (KYC) procedures, through diligent verification and documentation.
- Maintaining and periodical reconciliation of deliverables like atm card, cheque books, demand draft, Welcome kits, forex card.
- Assisting clients with various questions and concerns related to their accounts and bank products.

### Wealth Wisdom Investech Pvt. Ltd. – Jaipur, Rajasthan, India.

Operation Executive | (Dec 2018 – Jan 2022)

- Managing larger number of reconciliation of accounts and ensure that all open entries are cleared with in the time permitted for each of the transactions
- Processing account opening and maintenance requests in a timely manner
- Monitor market activity to identify opportunities and risks
- Execute trades based on market analysis and research
- Answering inbound calls and responding to customer inquiries regarding insurance policies, coverage details, and insurance claims.
- Assisting customers with policy changes, updates, and renewals, ensuring their insurance needs are met and records are kept current.
- Processing insurance claims by collecting necessary information from customers, initiating claims processes, and providing claim status updates.
- Providing quotes for new or additional insurance coverage and helping customers understand their options.
- Identifying opportunities to upsell or cross-sell insurance products based on customer needs analysis.
- Processed transactions such as creating new accounts, exchanges, and redemptions for mutual fund clients.
- Worked with clients in the decision-making process in regards to their investment choices.
- Posted investments payments to accounts daily Assist investors in making the best decisions regarding their fund accounts.

## Academic Qualification

- **MBA** in Finance & Banking, Narsee Monjee Institute of Management Studies, Mumbai, India, **2022-2024**.
- **Bachelor of Commerce (B.Com)** in Accounting, Rajasthan University, Jaipur, India, **2018-2021**.
- **Senior Secondary (Class XIII)** in Commerce, Govt Senior Secondary School, Jaipur, India, 2016-2018

## Certifications

- **Certificate in Computer Accounting** by National Computer Centre (Tally) – Professional Course.
- **Certificate in Insurance Regulatory & Development Authority of India**

## Technical Skills

Microsoft Office 365, Flexcube, CRM, Tally Prime.

## Soft Skills

Time Management, Empathic and Organizational skills, Quick & Smart decision maker, Dedication & Determination, Responsible for challenging tasks, Good Listener & Smart Learner, Analytical thinking and Problem solving, Interpersonal & Consulting Skills, Communication.

## Personal Details

- **Nationality:** Indian
- **Sex:** Male
- **Date of Birth:** 21th Nov 2000
- **Marital Status:** Single
- **Languages:** English and Hindi