



# RIZWAN MOMIN

## My Contact

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📍 Dubai

## Hard Skill

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- Financial modeling and reporting
- Data mining and analysis
- Financial accounting
- Business valuation
- Advanced SAS proficiency

## Soft Skill

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- Flexibility and Willingness to learn
- I relate well with people
- Team player and Self motivator
- Dedicated, Hardworking, full of Endurance & Result Oriented.

## About Me

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Seeking assignments in high-growth oriented organization of repute, possess excellent Verification Specialist, Customer Relationship Management, Senior Analyst Back-office operation, Background verification and want to be a part of a force that believes in change with a focus on caring as much as on services

## Professional Experience

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### **Verify360 - Verification Specialist Client Servicing**

*Feb-21 to Jul-23*

Key responsibilities:

- Manage clients calls for Employment, Education, Reference, Address, Criminal, Global Databases, Drugs test and Police Verification's Arranging weekly or monthly call meeting with client to give status of the report.
- Sending MIS to all the client daily and weekly basis
- Maintain effective record keeping for all calls handled.
- Ensure all verification's sent out are followed up on in a timely manner.
- Quality assurance and data review of information obtained for verifications.
- Communicate effectively and efficiently to all parties involved in obtaining verification information.
- Communicating with clients and candidate for clearing the instuff document
- Communicating with all the internal department to get the work done in correctly manner.
- Delivering the report to the clients per the TAT
- Ability to do multi-task and manage daily assign by clients.
- Preparing MOM of call for clients.
- Handling escalation call of clients

## Education Background

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- Mumbai University  
*Bacheloe of Mnagmenr Studies*  
2005
- MS-CIT Govrt of Maharashstr  
*Certificate inMS-CIT*  
2014

## Achievement

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- Certificate of Excellence - OLA-  
March 2016
- Bank of America Certification
- Certificate of Recognition -2012
- Performance Achievement-  
Jan-Feb-2013
- Bronze award July-2013
- Performance Achievement-  
Oct-2013
- Performance Achievement-  
Jan-Feb-2014
- Performance Achievement-  
Jan-Mar-2014

## First Advantage – Senior Analyst Background Verification Process

*April-2019 – March-2020*

- Key responsibilities:
- Candidate Personal Details Verification.
- Candidate Education verification Through the University.
- Candidate Employer verification Cross verifying the details form the company By HR or Supervisor.
- Candidate Criminal Record as Per the Client Request.
- Candidate address verification
- Candidate global data bases check

## ANI Technologies Pvt Ltd (Ola Cabs) Senior Customer Care

*Dec-2014-Mar– 2019*

Key responsibilities:

- Manage large amounts of inbound calls in a timely manner.
- Follow communication “scripts” when handling different topics.
- Identify customers’ needs, clarify information, research every issue, and provide solutions and/or alternatives.
- Seize opportunities to upsell products when they arise.
- Build sustainable relationships and engage customers by taking the extra mile.
- Keep records of all conversations in our call center database in a comprehensible way
- Frequently attend educational seminars to improve knowledge and performance level.
- Meet personal/team qualitative and quantitative target.
- Handling escalation call of customer and partners

## BANK OF AMERICA –Senior Executive – Operations

*Aug-2009 – Jun-2014*

Key responsibilities:

- Process and validate data and documents from underwriting team to ensure accuracy and completeness.
- Delivered accurate and timely administrative support to underwriting team including increasing level of risk assessment responsibility.
- Updating customer's financial information and
- Update him about his loan payment which is pending.
- Handling the team and co-ordinate with team in absence of team lead
- Handle requests/hardships from the client and resolve them within the turn-around time.
- Partner with management to help the client resolve his queries and grievances.
- Update homeowner's financials (Income and Expenses) by reviewing and analyzing documents.

## **STANDARD CHARTERED BANK – Customer Satisfaction Officer**

*Jan-2008– jul-2009*

Key responsibilities:

- Assisted customers in opening and closing accounts including checking savings and accessing safe deposit.
- Handle all types of customer account related queries.
- Handling Cash/Cheque pick and cash/ Cheque drop.
- Serviced customers with account-related requests such as fund transfers and stop payments.
- Cross-sold bank services and products based on customer banking needs.
- accounts or loan applications.
- Researched disputes and customer issues with accounts; liaised between bank departments to resolve customer complaints.
- Evaluated requests for service charge refunds and prepare and process refunds as necessary.
- Maintaining the transaction record of all bank account
- Maintaining the record of Cheque details which is cleared and pending.
- Handling the escalation of customers

## **KANKEI RELATIONSHIP MANGAMENT–CUTOMER SERVICE**

*Aug-2006–Dec-2007*

Key responsibilities:

- Attend chats to provide information related to insurance policies and informing about any modifications in the policy to prospective as well as current clients.
- Keep the customers well-informed and satisfied every time.
- Examine whether the necessary changes were made in so as to resolve the customer's problems.
- Cancel accounts and inform customers about claim investigation results.
- Maintain strong customer relationships.
- Keep customer transactions and interaction records including all the complaints, inquiries, comments, and actions
- Also doing upselling for other products