Darshana Jadhav

Email: darshana.patkar@gmail.com

To,

Founder, Toogit

**Letter of application- Freelance Virtual Assistant**

Respected Ma’am/ Sir,

☺

I write to express my interest to work with your organisation as a Freelance Virtual Assistant. As a dynamic, self motivated and progressive practitioner, I would relish the opportunity to join your dedicated team to ensure the ongoing high level of administrative support to the community relations team.

Please refer my enclosed resume to the best of my capability.

Thanking You.

Yours truly,

[MS DARSHANA M JADHAV]

**DARSHANA JADHAV**

**Contact**: +91-9987085283

**E-Mail:** darshana.patkar@gmail.com

**Objective**

To obtain a challenging position that allows me to utilize my talent and expertise in an environment conducive to continual advancement of knowledge and skill.

**Personal & Professional Profile**

* Functional expertise: Ability to apply functional knowledge and sharing of best practices
* Process Management: Ability to figure out the processes necessary to get things done
* Interpersonal Effectiveness: Ability to engage effectively with a wide variety of people
* Being part of the ‘Fun Committee’ at Capita carried out different fun activities at process level.
* Have understood the importance of TCF principles & actively participated in TCF related activities.
* Problem solving abilities.
* Team building and mentoring.
* Self Development Orientation: Taking initiative to learn and develop.
* Bestowed by “Quarterly Award” for good and consistent performance at Eclerx.

**Professional Experience**

**Organization:** Capita India Pvt. Ltd.

**Duration:** June 2008 to October 2013

**Designation:** Senior Executive

**Maturities**

* On maturity of policy, providing quotes to the policy Holder
* On request of policy holder, providing estimated maturity value before maturity of policy.
* Checking claim form and Making payments on receipt of the filled claim form from policyholder
* Chasing to policy holder for unclaimed maturity payments.
* Indexing work to relevant team after investigation.

**Retirement, Transfers & Claims**

* Dealt with Transfers, OMO, Triviality and Annuity for Prudential and Zurich clients
* Completed the transfers of pension funds as per the client’s requirement policies by processing them
* Prepared Annuity quotes as per the request of clients for Prudential and Zurich, etc.
* Kept track of error logs, rework logs and updated team on to the changes in process on daily basis
* Processed claims as requested by clients in compliance with FSA Rules and Regulations
* Followed up treating Customer Fairly Principle Set for life and Pensions Industries in UK
* Scrutinized all customer details such as outstanding/due in future
* Created payment paperwork for final claim payment
* Allocated work to the team & updated regular process
* Set up the process & helped team coach in training the team with new procedures

**Valuations**

* Individually reconciling all books of accounts and market stock held by client and then provide total valuation of investment as per business and client requirement.
* Discrepancies in the reconciliation are also investigated and resolved.
* Reconciliation of Stock, Cash accounts, Mutual Funds, Money Market A/c and Bank A/c of Clients for their pension fund.
* Providing Valuation to the client and business area as per their requirement.
* To review and reconcile all forms of investment and transaction.
* To raise any discrepancies/issues discovered whilst reconciling to the relevant department to be resolved.
* Perform primary ex – date reconciliation on all relevant income, payment and corporate event, including investigation of discrepancies and appropriate action to resolve.
* Liaison with Capita staff where necessary.
* Liaise and obtain information from third parties where necessary.

**Organization:** eClerx Services Ltd.

**Duration:** January 2007 to May 2008

**Designation:** Senior Analyst

**Lehman Brothers Interest Rate Swap (IRS) - Risk Management**

* Scrutinizing the Document & finding Confirmation Mismatch.
* Auditing the client data & sending it for reconciliation.
* Analyzing the system & testing the tool for optimization of Process.
* Train analysts on the process and product.
* Ensure the adherence of process specific guidelines by the analysts in an efficient manner so as to attain the maximum in minimum span of time.
* Investigate breaks between the two counterparties and escalate the same to the client.
* Preparation of Reports of reconciled data.

**Organization:** Mahindra Finance

**Duration:** December 2004 –November 2005

**Designation:** Trainee Associate

**Risk Management**

* Worked on Oracle based system, SARVANIDHI which has replaced the FoxPro based system. New system enabled branch-wise account entries, which was centralized previously.
* Done the manual data migration by entering the old contract details in the system.
* Done the detail operative level testing of the system.
* Handled receipts and payments screens.
* Verified team members contract entry details and modified wherever required.
* Involved with training team in providing the system process hands on to the branch officials, during the data migration period.

**Educational Qualification**

**2011** MBA from United Business Institutes, Belgium (affiliated with Jaro Education) securing First class

**2004** B. Com Specialization in Financial Accounting & Auditing from University of Mumbai securing First Class

**Certifications**

* Successfully cleared NCFM’s Depository Module, securing 74% in May 2008.

**Computer Proficiencies**

* Good working Knowledge of MS-Excel, Word and PowerPoint.
* Has done an ‘Advanced Diploma in Information Systems’ conducted by PTVA’ Computrain Centre in 2000.

**Trainings/ Workshops Attended**

* Personality Development
* Business Letter Writing
* Change Management
* Effective Communication

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