Alvina Dsouza

Banking Operations • Client Service • Sales • Cash Management

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PROFILE

Versatile banking professional with strong multi-functional experience across client service, branch operations, cash management, and frontline sales. Adept at handling high-volume workloads, cross-team coordination, and maintaining service excellence in fast-paced environments.

CORE STRENGTHS

Client Handling • Account Processing • Loan Documentation • Sales Conversion

Cashiering & Teller Operations • MIS Reporting • SLA Compliance

Cross-Functional Coordination • Customer Issue Resolution • Training Support

EXPERIENCE SNAPSHOT

Bank of New York Mellon, Mumbai | 2014

Officer – Client Services

• Delivered prompt and precise support for client queries and service issues.

• Handled cheque verification and processing with accuracy.

• Coordinated escalations and communication with senior leadership.

HSBC Bank, Abu Dhabi | 2006–2011

Senior Operations Officer | Customer Liaison Officer | Teller Service Officer | Senior Sales Officer

Operations & Processing

• Processed loans, accounts, credit cards, and insurance applications.

• Conducted risk checks, account activations, and documentation verification.

• Prepared detailed MIS reports for management and sales teams.

Customer Liaison & Administration

• Handled customer issues routed through sales teams, ensuring timely closure.

• Coordinated with multiple departments to streamline workflow and communication.

• Oversaw admin workflows, inventory, and prepared MIS reports.

Teller / Cash Operations

• Executed cash transactions, DD/COC issuance, and clearing activities.

• Balanced daily cash and ensured full audit compliance.

• Supported high-net-worth customers with priority cash services.

Sales Function

• Drove retail banking sales across loans, accounts, and credit cards.

• Built strong customer relationships and delivered post-sales service.

American Express Bank, Mumbai | 2005l–2006

Territory Sales Leader

• Achieved credit card sales targets through field visits and prospecting.

• Provided product guidance, handled documentation, and ensured follow-up.

IndiaMart Intermesh Ltd., Mumbai | 2005

Sales Executive

• Sold web solutions, presented offerings, and closed client deals.

• Managed service follow-ups and maintained customer relationships.

EDUCATION

PGMBA (Marketing)

Bachelor of Science (PCM)

TECH SKILLS

MS Office Suite | MS-CIT Certified