

NAME: Jasmine Dmello

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EDUCATION

Year	Course	Specialization	Board/University
2014-2015	MBA	Human Resources	Wellingkar institute – Mumbai, India
2005 -2009	Masters	Economics & Political Science	Mumbai University , India
1995-2000	Bachelors	Economics	St Xaviers College, Mumbai University, India

PROFESSIONAL SYNOPSIS

- Retail banking academy – Level 1 certification
- Diploma in Export Management – Indian Merchant Chambers 2000
- Economics Honors program – St. Xavier’s College 1997-2000
- Public Speaking Course - St. Xavier’s College 1998
- Diploma course from NIIT (GNIIT)

PROFESSIONAL EXPERIENCE

BANK JULIUS BAER MIDDLE EAST – JULY 2017 TILL DATE

PROFESSIONAL ACHIEVEMENT

- **Promoted from Associate Manage to Associate Director**
- **Most recently in April appointed to Account Manager .**

ROLES AND RESPONSIBILITIES

- To assist Relationship Managers in meeting the day-to-day servicing and administrative needs of the clients
- To ensure efficient and prompt management of orders and reporting of trades, transactions, payments; remittances, etc. for the clients
- Processing trades across asset classes, FX and structured products as per client requirements
- Providing required research and investments related information to the clients as per requirements
- Attending to client requests for managing their relationships
- To assist the Relationship Managers in handling the account opening process for new clients and additional facilities or credit lines for existing accounts
- Monitoring the deposit and loan expiry dates and ensuring smooth roll-overs
- To ensure that all compliance and legal guidelines are adhered to
- Maintaining details of client's instructions, pricing policies, etc. for ready reference
- Continuous liaising with RM teams, sales, operations, treasury, IT team, etc.
- Reporting: Supplying customers, the Market Leader, and Relationship Manager with relevant data.

ABU DHABI COMMERCIAL BANK – OCT 2010 – JUN 2017

PROFESSIONAL ACHIEVEMENT

- **Appointed Business Analyst - 2010-2016**
- **Certified Induction trainer for new joiners in 2014**

- **Appointed to the Learning & Development team for Branch trainings throughout UAE- DEVELOPMENT & PROGRAM SPECIALIST 2016-2017**

ROLES AND RESPONSIBILITIES

KEY RESPONSIBILITIES: AS DEVELOPMENT & PROGRAM SPECIALIST

- Creation, design, and delivery of 10 day training program for branch staff exclusively.
- Focus on Competency development of staff
- Program focusses on development of soft skills & self-development rather than just products – modules include sales, service, risk, compliance, audit, fraud & self development
- Aim – to increase staff performance by 20%

KEY RESPONSIBILITIES: AS BUSINESS ANALYST

- Maintenance of Performance summary & trackers for sales teams (team strength approx. 125)
- Onboarding of new staff into the team- including training, creation of IDs, and portfolio assignment & consolidation of Induction training material for new joiners
- Verification of incentive payouts for the sales team & Rewards & Recognition
- Tracking the service levels for the team, as well as risk parameters
- Tracking and monitoring the performance levels for the team across service, sales & risk
- Co-ordinating for trainings, client product seminars, marketing events, review meetings, conferences & product launches
- Design & prepare new reports across sales, service budgets, costs – analyze trends and provide information to management to facilitate strategic decision making

ROYAL BANK OF SCOTLAND & ABN AMRO BANK-JUL-2007-SEPT-2010 TRAINING & MIS MANAGER-PREFERRED BANKING

PROFESSIONAL ACHIEVEMENT

- **Awarded for the training initiative taken for the year 2007, 2008 & 2009**
- **Acknowledged for the efforts during the bidding process in 2010-Project Penne**

ROLES AND RESPONSIBILITIES

- On –boarding and complete training for new joiners
- Ensure timely analysis on the training needs
- Calculating and Analyzing Sales & Service Payouts
- Coordinating on the recruitment, joining and exit formalities for staff with HR
- Organizing for the ongoing Rewards & Recognition programs
- Maintain the updated processes for the department
- MIS reports and presentations for tracking performance (team strength approx. 110 staff)
- Additionally was part of Project Penne (takeover by ADCB)– hence responsible for providing the data for the wealth business during the bidding process of preferred banking. As well as responsible for data provision and systems integration post takeover of ADCB

ABN AMRO BANK – OCT 2005-JUL 2007 CUSTOMER SERVICE OFFICER

PROFESSIONAL ACHIEVEMENT

- **Best Service officer - 2006**
- **Star performer Q2 – Service – 2007**

ROLES AND RESPONSIBILITIES

- Managed a portfolio of clients varying from 100k USD to 35mn USD, mainly offshore clients (from Pakistan, India & Africa)
- Handled customer complaints & ensured 100% service delivery

- Serviced approximately 400 clients in a team
- Provided support in achieving the wealth management targets

CITIBANK N.A. NRI – JAN 2004-NOV 2004
RELATIONSHIP OFFICER

ROLES AND RESPONSIBILITIES

- A thorough knowledge of all the products available for investments, insurance and mutual funds
- Knowledge of the market scenario and customer base available for business
- Meeting sales targets for the products designed for the market
- Meeting customer satisfaction and providing the best service
- Expanding customer base through customer reference
- Handling customer profile on a one-to-one basis

CITIBANK N.A. -INDIA – JUL 2002-SEPT 2003
INDUSTRIAL TRAINEE (LOGISTICS & SOFTWARE) - TRAINING DEPARTMENT

ROLES AND RESPONSIBILITIES

- Designing, developing, editing & preparation of the participant materials and management of training programs like – Respect at work, Basic Selling Skills, Tools To Telesell Well, Leading People, Advanced Selling skills, Lead By example, Effective selling skills and others.
- Developing, designing and editing of the quarterly Focus - Newsletter on Citibank N.A. Training Unit’s Intranet site.
- Updation of nominations and records of the training programs on the HR Site
- Arranging and updating for the AMFI mutual fund exams for the employees
- Arranging for the id’s and passwords for the Online Insurance Training and scheduling of the exams, including co-ordination with NIS for the training for the employees on the same

PROFESSIONAL STRENGTHS AND SPECIAL SKILLS

- Over **20 Years** of experience in Banking – across Retail, Consumer and Private banking. As well as across roles from onboarding of new joiners, to preparing training material and delivering of staff, to risk related roles for internal control, as well as customer service for UHNW clients based in UAE and across the world for all asset based transactions
- Excellent skills to adapt to any role, and scenario, quick efficient learner and team player
- Excellent computer skills and ability to learn new skills within a limited time.

REFERENCES

<i>Name:</i>	Mr. Vivian Joseph Brank	<i>Name:</i>	Mr Kunal Sumaya
<i>Position:</i>	Currently employed as Service Manager	<i>Position:</i>	Group Head – Julius Baer Singapore
<i>Professional Relation</i>	Former colleague with ADCB	<i>Professional Relation</i>	Colleague at Julius Baer
<i>E-mail:</i>	Vivian.branc@adcb.com	<i>E-mail:</i>	Kunal.sumaya@juliusbaer.com
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