Jyothi Nair

CONTACT

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SKILLS

PROFESSIONAL

- **Programming Languages**: R programming, MySQL, PostgreSQL, XML, Python, Java, C, JSON .Net, C++, HTML, CSS

- **Tools:** R studio, Oracle Fusion, Zoho CRM , Fresh-works, Fresh-desk, ORAPPS, Celonis , Helios, ARAMIS, DEER, MR++, MIS tools, Tableau, Power BI, Spyder, Jupyter Notebook, Anaconda, Visio , SAMS, LiveEx screening, Authority portals such as IFZA , SPC , RAKICC etc. and other Microsoft tools and data visualization tools.

PERSONAL

- Competitive
- Problem Solving
- Positive Approach
- Quick Learner
- Business Communication
- Client Relationship Management
- Leadership and team work
- Strong Technical and Analytical Skills
- Process Improvement
- Regulatory compliance
- Business Planning and Strategy
- Strong Organizational Skills

LANGUAGES

English

Fluent

Hindi

Fluent

Malayalam

Native

Marathi

Fluent

PROFESSIONAL SUMMARY

Possess over 7 years of diverse work experience spanning in IT and Financial Institution domains. Versatile professional with focus on client service and support, bringing comprehensive experience in managing client relationships and ensuring satisfaction. Skilled in resolving complex issues swiftly, fostering strong client connections, and enhancing service quality through proactive communication and problem-solving strategies. Proven ability to collaborate with cross-functional teams to deliver seamless client experiences.

WORK HISTORY

Client Service Officer / Operations Executive   06/2024 – 06/2025

Radiant Biz Management Consultancy — Dubai, UAE

- Providing clients with trade licenses and visas for various platforms, including IFZA, SPC, RAKICC, DMCC, SHAMS, Dubai Trade and Customs, DED, and Ajman (Mainland and Free Zones) .
- Coordinating with relevant authorities, government agencies, and service providers to streamline the process and ensure timely issuance of required documents.
- Collaborating with Central Bank, ADGM, and FSRA teams to secure regulatory licenses for Radiant Biz Company.
- Managing client relationships and following up on trade and visa issuance to ensure smooth processes and client satisfaction.
- Analyzing documents such as passports, application forms, and resolutions with a keen eye for accuracy and completeness.
- Monitoring and updating Zoho CRM to track operational activities and ensure proper KYC compliance through LiveEx screening for the client portfolio.
- Conducting meetings with clients and relevant authorities to facilitate smooth communication and resolution of any issues.
- Working closely with the finance, compliance, operations, and sales departments to ensure efficient workflow and timely execution of tasks.
- Documenting business plans for VARA approval for clients, ensuring all requirements are met for successful submission and approval.

Global Internal Auditor   04/2023 - 10/2023
HSBC Professional Services Limited - Mumbai, India

- Collaborated with Market Securities and Services Audit teams on global audits for the Asia-Pacific region, directly contributing to various phases of audits covering seven regions worldwide.
- Worked alongside Data Analytics teams on global audits, leveraging technical skills to enhance audit processes.
- Coordinated follow-up meetings with internal departments at different stages of the audit to ensure alignment and progress.
- Assisted in the preparation of audit reports and conducted technical analysis to support audit findings.
- Performed data analysis on the received data to identify risk factors and establish control limits, flagging any discrepancies or concerns.
- Developed and executed code for testing and analyzing raw data utilizing Python and SQL, along with data visualization tools such as Celonis and Power BI to present insights based on test cases.

Listing Sales & Operations – Assistant Manager   07/2021 - 03/2023
Bombay Stock Exchange Ltd - Mumbai, India

- Managed public issues such as IPOs, OFS, OTB, Rights Issues, and Government Bonds, ensuring smooth execution and compliance.
- Served as the Business Owner / Technical Consultant for BSE CRM within the BSE Listing Sales and Operations domain, driving key initiatives and strategies.
- Provided automation logic projects to the development team to reduce manual dependency and enhance operational efficiency.
- Prepared Business Requirement Specifications and Process Documents, ensuring clear communication of project needs and processes.
- Conducted UAT and post-development testing in both UAT and Live IBBS environments to ensure accuracy and functionality of proposed changes.
- Interacted and consulted with corporate clients across India, providing expertise and support on product-related queries and needs.
- Reviewed market capitalization of companies and monitored business activities, updating the team to ensure accurate data maintenance in the database.

Senior Software Engineer   07/2016 - 07/2019
iGate - Capgemini Ltd - Mumbai, India

- Web Tools such as HTML, XML and Modeling Tools Oracle Report Builder, Forms builder.
- Hands on experience with Applications such as Oracle Fusion Application.
- First project - Carlson Wagonlit Travels. The Technology included Oracle HCM and Fusion cloud.
- Second project - Friesland Campina which is a Dutch based company. Technology included SAP Success factors.

EDUCATION

Master of Business Administration: Financial Technology, 03/2019 - 05/2021
Bombay Stock Exchange Institute ltd - Mumbai, India

Bachelor of Engineering: Information Technology, 03/2012 - 05/2016
Pillai's Institute of Information Technology | B.E.I.T - Mumbai, India

ACCOMPLISHMENTS

- Supervised and collaborated with teams with high volumes of staff members.
- Planned and lead the team for live LIC IPO, NHAI bonds and various other live public issues in BSE.
- Have been recognized as best supporting team member by co-workers in HSBC
- Worked on Global projects in Capgemini and HSBC.
- Delivered projects on time and with cost effectiveness.
- Have been awarded for best projects and extra-curricular activities (sports) by organizations.

CERTIFICATIONS

- Corporate Finance Fundamentals from CFI Institute (2024)
- Cyber security certification from Government of India (2021)
- Anti-Money Laundering Certification, Advisor AML, 2024
- Microsoft Azure AI Essentials Workloads and Machine Learning on Azure , July 2025
- Customer Experience for Business Success , HP Life , July 2025