

Maharroof Parokkot



Contact

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Languages

English
Hindi
Malayalam
Tamil

Summary

Thirty-Seven years old accomplished and results-oriented professional with over 17 years of experience in managing matters related to personnel, sales, operations, finance and investment. Employ customer service and quality controls in daily management practices, to ensure client satisfaction and repeat business. Highly regarded for possessing outstanding interpersonal skills across all levels of the corporate mix. A flexible and stable work ethic is underscored by a positive team-building attitude. Ability to turn around troubled projects to meet challenging goals and objectives. Thrive on challenges to overcome obstacles with solutions that are technically sound and financially feasible.

Core Competencies

- Wealth Management
- Customer Relationship Management
- Business Development
- Business Strategy
- Capital Markets
- Investment Banking
- Revenue Growth and Profitability
- Contract Negotiations
- Growth Strategy
- Systems Implementation
- International Business
- Budgeting and Forecasting

Education

1. **Master of Business Administration in Investment Management & Consulting Management** (National Institute of Business Management (NIBM) Global)
2. **Diploma in Computer Science and Engineering**, 2005 (Skiltek Educational Institutions)

Certifications

- **Certification in Financial Markets**- Yale University (Online)
- **Certification in Private Equity and Venture Capital** – Università commerciale Luigi Bocconi (Online)
- **Certification Course In Consulting Management (BCCM01)**(JAIN (Deemed-to-be University) – Open and Distance Learning
- **Certified Compliance Program on AML&CFT** (Open University of Mauritius)

Work Experience

Independent Consultant - 04/2020 -Present
Self Employed, Mauritius

1. IIFL Capital Pte Limited, Singapore;

IIFL Capital Pte Limited is an India-focused, global asset management firm. Differentiated products enable sophisticated investors across the world to participate in India's unique growth story
As a consultant, I am responsible to provide administrative support services to the various Investment funds managed by IIFL Capital Pte Limited

2. Pampady Stones and Commodities Private Limited;

Pampady Stones and Commodities Private Limited. was incorporated in the state of Kerala, India. Located in the Kannur district in Northern Kerala, Pampady Pvt. Ltd. is one of the largest privately-owned quarrying companies in South India. They provide a wide range of services, high-quality products and swift services to locations in India and Overseas. Their stone is used mostly by big contractors, foreign and domestic.
As a consultant to them, I am handling their funding requirements to cater to various projects in different parts of the world.

Senior Vice President-Operations,
IIFL Asset Management (Mauritius) Ltd
Oct 2019 - Apr 2020

IIFL Asset Management (Mauritius) Ltd is the 100% subsidiary of IIFL Asset Management Limited, an India-focused, global asset management firm. Our differentiated products enable sophisticated investors across the world to participate in India's unique growth story.

Responsibilities;

- Plan, develop and manage different Investment fund projects.
- Direct team members in meeting client and company objectives.
- Define departmental operating budgets, and resource, risk and scope management.
- Communicate with stakeholders.
- Inspire repeat business from clients and offer advice to them.
- Participate in marketing campaigns.
- Lead multiple projects at once and ensure strong integration across the organization.

Vice President - Operations

IIFL Asset Management (Mauritius) Ltd

Apr 2017 - Oct 2019

- Handle investment activities various investment funds Managed by the company
- Coordinate and negotiate with banks, custodians, prime brokers, offshore management companies, law firms and other counterparties.
- Provide support service to clients which include institutional clients, banks, corporates and UHNI.
- Handle operational, customer service and investment activities of private equity funds.
- Set up new CIS funds etc.
- Look after client onboarding and basic AML, Compliance checks
- Handling the entire offshore business operations of the company.
- Managing team of operations, client services & back-end operations.

Head of Client Services

IIFL Asset Management (Mauritius) Ltd

Apr 2015 - Apr 2017

- Identify and develop prospective clients for business growth.
- Provide outstanding services and build client confidence.
- Develop process improvements to ensure client satisfaction and lead generation.
- Supervise client service team to achieve the revenue goals
- Maintain positive, long-term and productive relationships with clients.
- Develop client documentation such as Service Level Agreements (SLAs), Statements of Work (SOWs), Letters of Intent (LOIs) and business proposals.
- Maintain frequent client interactions to strengthen client relationships.
- Conduct surveys, obtain client feedback and recommend service improvements
- Ensure that all client requests are executed within assigned service timelines.
- Maintain consistency and quality in all client communications.
- Assign workloads to team members, oversee daily team workflow and redirect work to meet changing client needs.
- Assist in employee recruitment, training, performance evaluation, promotion, retention and termination activities.
- Perform critical client negotiations for service contracts and costs.
- Address client inquiries and issues in a timely and accurate manner.
- Develop and deliver client presentations as needed.

Associate Vice President**IIFL Asset Management (Mauritius) Ltd**

Oct 2012 – Apr 2015

- Analyse market potentials, manage the Ultra HNI clients, and sell various wealth products.
- Maintain relationships with all service providers such as banks, depositories, custodians, global custodians, and administrators.
- Coordinate with the auditor, product team and clients.
- Set up service level agreement with the administrator and custodian of the fund.
- Monitor and manage cash flow planning for investors.
- Assist to prepare, developing and implementing risk management policies, risk frameworks and programs while complying with local regulatory requirements.
- Perform periodic AML/KYC reviews of funds for existing clients.

Associate Vice President**Emerging India Fund Management Ltd (Mauritius)**

Aug 2010 – Sep 2012

Emerging India Fund Management is an Investment Management company incorporated in Mauritius in 2008 to provide Investment Management services to various offshore investment funds.

Responsibilities;

- Maintain relationships with all service providers such as banks, depositories, custodians, global custodians and administrators.
- Coordinate with the auditor, product team and clients.
- Set up service level agreement with the administrator and custodian of the fund.
- Monitor and manage cash flow planning for investors.
- Assist to prepare, developing and implementing risk management policies, risk frameworks and programs while complying with local regulatory requirements.
- Perform periodic AML/KYC reviews of funds for existing clients.

Relationship Manager**IIFL Wealth Management Limited (UAE)**

Feb 2008 - Aug2010

IIFL Wealth Management Ltd. is an Indian wealth management firm, headquartered in Mumbai, India. The company has a presence in 7 countries and 23 locations in India. It offers wealth management, asset management, portfolio management services, investment products, treasury services, estate planning and lending among others. The company has been rated as A1+ by rating agencies such as CRISIL and ICRA.

As of September 2020, IIFL Wealth Management has around US\$27 billion in assets under management, which includes custody assets.

Responsibilities;

- Identify customer needs and provide them with appropriate financial planning assistance and asset allocation with the help of the company's investment advisory services.
- Build and deepen relationships with existing HNI and UHNI Customers to achieve an increase in the share of the wallet.
- Acquire new clients for the firm and also develop new territories.
- Collaborate with colleagues of other divisions of the bank to cross-sell products and services to clients.
- Adhere to all company processes and policies, and carry the IIFL brand through developed functional and behavioural skills.
- Deliver sales targets and expand existing client relationships, improve client satisfaction, strengthen client commitment, ensure client retention and grow revenue.

Area Sales Manager

IIFL (India Infoline Group) (Kerala, India)

March 2006 – Feb 2008

IIFL is an Indian diversified financial services company headquartered in Mumbai. IIFL and its group companies are backed by Canadian investor Prem Watsa, private equity firm General Atlantic and CDC Group, the UK Government's private equity arm. IIFL is ranked among the top seven financial conglomerates in India and the top independent financial services firm in India in terms of market capitalization.

Responsibilities;

- Acquire new customers for retail broking accounts.
- Manage the sales of around 45 branches across Kerala.
- Recruit relationship managers and other sales staff.
- Organize investor awareness and sales events.
- Look after P&L.

Team Leader

ICICI Direct (Kerala, India)

May 2005 to March 2006

ICICIdirect is the largest retail broker and financial product distributor in India trusted by over 50+lac customers with over 2 decades of service having 170+ branches across India. ICICIdirect.com has revolutionized the world of online investing. This online share trading platform offers a trading account for seamless and hassle-free electronic trading. ICICIdirect offers more than 50 products and services like Equity, Mutual Funds, Derivatives, Futures and Options Currency, Commodity, ETF, Insurance, IPOs, Corporate Fixed Deposits, Loans, NPS, Wealth Management, Corporate Services, NRI Services, Portfolio Management Services, Global Investment, Financial Learning, Tax Services etc.

Responsibilities;

- Manage a team of fifteen.
- Train team members and new customers at regular intervals.
- Cross-sell the bank's financial products.
- Acquire new customers for online trading accounts.

Other Appointments

Executive Director

IIFL Asset Management (Mauritius) Ltd ·

Jan 2019 - Dec 2020 ·

Director

Emerging India Focus Funds ·

Dec 2011 - Mar 2021 ·

Mauritius

Director

Lakedale Fund·

Nov 2013 - Mar 2021

Mauritius

Director

Global Dynamic Opportunities Fund Ltd

Sep 2009 - Apr 2020

Bermuda

Director

Emerging India Fund Management Ltd

Aug 2010 - Oct 2019

Mauritius