

Twinkle Gupta

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DOB: 24/07/1994

PROFILE SUMMARY:

Managing relationship with the card members. Follow up with different team (New Accounts, TSC, CMMI, and Sales Team). Always willing to learn new things and goal oriented with interpersonal skill.

KEY SKILLS:

- Team Player
- Relationship Management
- Business Management
- Interpersonal Skill
- Ability to work under pressure
- Self-motivation

ACADEMIC QUALIFICATION:

DEGREE	PERFORMANCE	INSTITUTE
MBA (Finance& Marketing)	SGPA 8.58	Bharati Vidyapeeth Institute of Management and Research, New Delhi
B.B.A	59.16%	Banasthali University, Newai , Jaipur
Class XII (ISE Board)	71.4%	Methodist High School, Kanpur, (U.P.)
Class X (ICSE Board)	74%	Methodist High School, Kanpur, (U.P.)

PROFESSIONAL EXPERIENCE:

Worked with **Globiva** for **American Express** as an **Associate** (01/04/2019 to 18/06/2020) in **Cross Functional Sales Department**.

- Managing relationship with the card member for Supplementary Card Request.
- Responsible for the Supplementary Card Applicant documents.
- Checking KYC documents.
- Following up with the New Accounts for the card approval.
- Working on the escalated or emergency request on priority basis.
- Solving the customer queries within the stipulated timeline as per the company guidelines.
- Tracking of all the cases till the time card gets approved.

INTERNSHIP:

- Worked as a Trainee in **HDFC Bank** for 2 months.

PROJECT:

- **Research Project on ' Android v/s Ios'.**

ACHIEVEMENTS AND EXTRA-CURRICULAR ACTIVITIES:

- Participated in Off Campus competitions in college.
- **Coordinator in College Fest RENNIANSANCE.**
- **Coordinator in College Sports Meet.**
- Worked as a **team member** of different committee in **College Fest Navotkarsh.**
- **House Captain** in school.
- Represented U.P at **National Level** Athletics Meet.
- Won in **State level** Athletics Meet.

IT SKILLS:

- **MS-OFFICE** (Intermediate)
- Basic computing application.

FIELD OF INTEREST:

- Managing events
- Travelling
- Sketching
- Cooking Food

STRENGTH:

- Achievements oriented, with the ability to work in dynamic environment.
- Systematic, innovative and good communication skill.
- Team handling ability, adaptive and quick learner.
- Willingness to learn new things