

# SIMRAN

## BANKING AND FINANCE

**Address** Delhi, DL, 110040

**Phone** 977 385 0392

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-Proactive manager with demonstrated leadership abilities, strategic planning expertise and problem-solving acumen. Assist senior managers with accomplishing demanding targets by encouraging staff and coordinating resources. Methodical and well-organized in optimizing coverage to meet operational demands.

**- Accomplished Assistant Manager with 2 years of experience consistently rising through ranks.**

**Well-versed in sales, personnel management and accounting. Dedicated to complete knowledge of company products and services for optimized customer service. -Accomplished and creative Executive Manager possessing multifaceted experience and proven ability to re-energize and restructure organizations, develop strategic initiatives and capture emerging business opportunities.**

**Results-oriented, decisive leader adept at forging lucrative relationships with key partners, vendors and clients. Recognized for turning around struggling company operations to achieve sustained growth.**

-Customer-focused professional with successful career in banking sector. Dynamic successful applying in busy business environment.



### Skills



Operations management



Business Development



Payment management



Satisfaction monitoring



Relationship building



Complaint resolution



### Work History



**Apr 2019 - Assistant Manager**

**Current**

*Axis Bank Ltd, Sonipat, Haryana*

- **Addressed customer complaints and mitigated dissatisfaction by employing timely and effective solutions.**

- Provided basic technical support for clients on wide range of company products.
- **Conferred with customers about concerns with products or services to resolve problems and drive sales.**
- **Collected customer feedback and made process changes to exceed customer satisfaction goals.**
- Evaluated account and service histories to identify trends, using data to mitigate future issues.
- Suggested new procedure to persuade cancelling customers to stay with company, resulting in decrease in cancellations.
- **Entered customer interaction details in CRM Software to track requests, document problems and record solutions offered.**
- **Educated clients on account services and resolved client inquiries regarding statement information and account balances.**
- **Managed NEFT RTGS TRANSFER payments, updated account balances and discussed subsequent payments with customers to keep accounts on track.**
- **Promoted company brand and unique offerings through personalized customer service.**
- **Evaluated interactions between associates and customers to assess personnel performance and customer satisfaction.**
- **Preserved revenue streams by utilizing strong communication and negotiation skills, offering refunds as last resort to maintain customer satisfaction.**
- Provided primary customer support to internal and external customers in fast-paced environment.
- Evaluated customer information to explore issues, develop potential solutions and maintain high-quality service.
- Educated customers on promotions to enhance sales.
- **Handled calls per shift signing up new customers, retrieving customer data, presenting relevant product information and cancelling services.**
- Responded to customer requests for products, services and company information.
- Forged and nurtured impactful relationships with customers to cultivate loyalty, boosting customer satisfaction ratings.
- **Improved sales abilities and product knowledge on continuous basis to provide optimal service and achieve quotas.**
- Increased efficiency and team productivity by promoting operational best practices.
- **Assisted customers by listening closely, finding solutions to problems and making recommendations based on extensive product knowledge.**
- **Counted cash drawers and deposits, checked supplies and completed any other required opening or closing task to facilitate smooth team operations.**



## Education

Apr 2012 -

**High School Diploma: Accountancy, Economics and Business**

Mar 2013

## **Studies**

*DAV PUBLIC SCHOOL DELHI*

- Graduated in 64.71% of Class.
- Coursework in Accountancy, Business Studies and Economics

Jun 2013 -

Jun 2016

## **B.COM(HONS): Accounting And Business Management, Economics, Accountancy, Economics and Business Studies**

*DELHI UNIVERSITY DELHI*

- Graduated with 51.47%

Jun 2018 -

Dec 2018

## **POST GRADUATE DIPLOMA: BANKING AND FINANCE**

*AMITY UNIVERSITY NOIDA*

- Graduated with 75.6%
- Coursework in Trade Finance, Economics . Retail Banking, Sales and Marketing, Mutual Funds, Accountancy and Commercial Banking.
- Majored in Accountancy, Economics, Commercial Banking.