

CURRICULUM VITAE

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SUMMARY

Self-motivated, goal oriented, well presented professional with more than four years of experience in banking and financial sector, working in fast paced environment demanding strong organization, technical and interpersonal skills.

CORE COMPETENCIES

- Exceptional customer services skills
- Extensive understanding of mathematics.
- Organize all paper work and data entry.
- Professional in appearance at all times.
- Multi-tasking skills to assist multiple customers at ones.
- Capable of working in different department

SKILLS

- Problem solving
- Decision making
- Team building
- Communication
- Adaptability
- Stress management
- Time management & multi-tasking
- Risk assessment
- People oriented
- Strong banking concept

EXPERIENCE

Federal Exchange LLC, UAE
Customer relationship executive

(11 Feb 2023-Present

- Execute customer transaction regarding cash money order and money exchange.
- Proficient in exchanging different currencies
- Maintain balanced record with 100% rate of accuracy.
- Proficient in using computer and other office equipment.
- Meet monthly transaction target.
- Maintain friendly and professional customer interaction.
- Performed all duties as assigned by supervisor.

Siddhartha Bank Ltd., Nepal**(10 JUL 2019 –14 NOV 2022)****Customer service representative.****(10 JUL 2020 – 14 NOV 2022)**

- Maintain confidentiality of bank record and client information.
- Provide efficient support to supervisor in overseeing the day-to-day operation to ensure an efficient and productive business work flow.
- Establish strong credibility with client by providing accurate information to address concern regarding their account and other banking product resulting in achieving the highest rate to customer loyalty and retention.
- Consistently promoting banking products which increase sales by 5 to 15% monthly.
- Respond to over 50 customers calls daily and solve 90 % of their concerns.
- Provide information and guidance to customer through the delivery of excellent customer services to resolve customer queries and ensure customer satisfaction.
- Collaboration with team members and regularly exceed branch target.
- Maintain optimum level of stock at all times.

Teller**(10 JUL 2019– 09 JUL 2020)**

- Organized 150+ cash transaction on daily basis with high degree of accuracy in timely manner.
- Carried all the transaction are within central bank guidelines and due diligence is carried out with respect of money laundering and other regulatory requirement.
- Keep optimum level of cash at all time.
- Assume leadership role in the absence of supervisor and maintain bank normal operations and procedure.

Training

- Successfully completed the program on **“Fraudulent Behavior with signature and Document Forgery”** held on 5th and 6th Feb 2021 conducted by national banking institute.
- Successfully completed the program on **“Anti-Money Laundering (AML) & Combating Financing of Terrorism (CFT)”** held on 2nd Jan 2020.
- Successfully completed the program on **“Customer Services Excellence”** held on 8th & 9th Nov 2019 conducted by national banking institute.

Academic Qualification

S.N	Degree/Qualification	Name of the Institute	% OR CGPA SCORE	BATCH
1	HIGH SCHOOL	Sakura Memorial Boarding English H.S School	65.20%	2011-2013
2	Bachelor’s Degree in Business Studies	Siddhartha Gautam Buddha Campus	64.10%	2013-2017
3	Master of Business Studies	Siddhartha Gautam Buddha Campus	3.47 CGPA	2018-2020

PHILANTHROPIC WORKS

- Contributed and actively working towards various socio causes for development of society.
- Support needful people and do personal Counselling to motivate

PERSONAL PROFILE

Date of Birth : 11 Feb 1995
Gender : Male
Passport number : 10496203
Passport issue date : 4 Aug 2017
Passport expire date : 3 Aug 2027
Nationality : Nepali
Marital Status : Single
Linguistic ability : Fluency in English, Hindi & Nepali.
Hobbies : Volunteering, Playing cricket, travelling
Visa Status : Resident
Visa expiry date : 16 March 2025
Declaration : True and accurate