



SUMMARY

- Dedicated and experienced **Teller cum Operation In-charge** with over **5 years** of experience in A class commercial bank in Nepal.
- Demonstrated history of **handling cash, preventing fraud**, managing operation team of branch & creating **favorable customer service**.
- Skilled banker with proven track record of **overseeing day to day operation** of branch, ensuring adherence to **regulatory requirements**.

WORK EXPERIENCE

Head Teller/Operation In-charge Himalayan Bank Limited (Nepal) A Joint Venture of Habib Bank Limited

Feb '19 - Jul '24

- Managed **day to day operation of branch**, ensuring all teller and CSD staff responding to customer in efficient manner.
- Monitored and **authorized teller transaction**, provided feedback to the staff and guided them to improve efficiency and customer service.
- Assisting customer with their inquiries, **resolving customer complaint** and delivered high standard of customer service.
- Understanding customer needs, providing quick support & **prioritizing data security** to comply with **customer first ethos** of bank.
- Ensured all teller transactions are accurately posted, balance teller drawer, reconcile cash discrepancies and timely vault in & out.
- Regularly monitoring cash at branch to **ensure vault limit** not to exceed the insured amount and timely follow up for **cash in transit**.
- Provided detailed information **on bank products** to walk-in customers and clients from the local branch area, while actively **cross-selling relevant products and services**.
- Experienced in **handling inward and outward remittance** both national and international & also handled branch foreign exchange related transaction like buying and selling foreign currencies **ensuring guidelines issued by central bank**.
- Managed high value transaction **ensuring AML guidelines** and **timely initiation of STR reporting** and following TTR guidelines.
- Overall experience in management of customer service department and teller function of branch maintaining high quality of service.
- Management of petty cash and expenses associated with branch operation, management of **stock and stores** at branch.

Admin & Junior Accountant Nepal Red Cross Society (Nepal)

Apr '18 – June'18

Gender Community Resilient Project of Plan International Nepal

- Handling **petty cash**, vendor payment, **procurement bid** and day to day operation of the project including management of venue.
- Accepting bid for projected related expenditures, selecting vendor and ensuring expenses to meet the **standard budget** set out by Plan International in co-ordination with representative from Nepal Red Cross Society.
- Served as the **primary liaison for Plan International** during project ensuring seamless communication and coordination.
- Ensured timely **management of human resources**, project operation, training and reporting.
- Co-coordinating with project implementation officer, field officer for venue and requisite supplies for smooth running of project
- **Overseeing payroll** of project staff, temporary worker, support staff and stipend of volunteer's involved in project.

EDUCATION

Bachelor in Business Studies

Tribhuvan University Nepal

2019

INTERMEDIATE (12TH)

Higher Secondary Education Board of Nepal

2015

TRAININGS

- Comprehensive banking course from National Banking Institute of Nepal.
- Training on **AML CFT** guidelines conducted by Nepal Rastra Bank each year.
- Seminar on **Customer handling and grievances resolution** technique conducted by Himalayan Bank Limited.
- Training on user guidance of **Temenos T24** Transact software (core banking software) in Nepal.
- **Cash in Transit and cash risk management** training conducted by Banker's association Nepal.

KEY SKILLS

- Learning deftness.
- MS office (Word, Excel, Power Point, Outlook)
- Core Banking Software-**Temenos T24**
- **Libre, Zoho**