

# SHIVAM MISHRA

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## Summary

Dedicated Banking Operations Professional with 3+ years of experience skilled in Banking operations, Customer service, compliance and risk management, transaction processing, Follow Audit guidelines, Teller operations, Account opening and Maintenance, Committed to delivering exceptional service.

## Work experience

### MABEAAT - SALES OFFICER

August 2024 - Present | Dubai, United Arab Emirates

- Sold credit card to new and existing customers.
- Visit local stores and businesses to convince them For credit card.
- Generating lead on call and through the reference to make complete monthly target.
- Built strong relationship with customers, ensuring high customer satisfaction.

### HDFC BANK- PERSONAL BANKER AUTHORIZER(OPERATIONS)

January 2024 - August 2024 | Noida, India

- Authorize all cash and non-cash transactions and during authorization follow the guidance of AML/BANKING REGULATIONS/KYC.
- Provide customer service in bank accounts, stop payment, locker access etc.
- Deliverables custodian like DD, ATM, INSTA-KIT, KEY custodian of branch opening keys.
- Maintained up- to- date knowledge of products and services to provide current and prospective clients with accurate information.
- Conducted due diligence on new customer accounts and payments.
- Mailed all account opening documents after checking the banking check list to concern team.
- Follow Audit compliance which occurred every 3 months in the branch.

## **INDUSIND BANK - TELLER**

September 2022–December 2023 | Gurgaon, India

- Processing daily client transactions accurately, including deposits, withdrawals, outward/inward remittance, fund transfer loan payments, non-cash transactions-NEFT/RTGS.
- During the cash transaction, identify soiled/mutilated and fake currency, Monitored transactions to ensure compliance and regulatory requirements.
- Accurately maintained records of each transaction ensure all paper documents are in place within compliance.
- Processing service requests from clients such as Update, changes in account, KYC, RE-KYC both (online/offline), account opening/closing.
- Clients access the safe deposit locker in the bank vault.
- Listened to customer feedback and follow-up on Complaints to help improve satisfaction levels.

## **KOTAK MAHINDRA BANK- SERVICE DESK OFFICER**

December 2020–April 2022 | Gurgaon, India

- Maintained all audit compliance and regulations in the branch.
- As a service officer known for delivering friendly services for walk-in customers.
- Solid knowledge of banking compliance and Regulations.
- Assisted customers with deposits, withdraws, and Cheque clearing, DD, Bank draft.
- Used to pitch various banking products-loans, demat accounts, credit cards, savings accounts.

## **TELEPERFORMANCE- DIGITAL OFFICER**

February 2020 - November 2020 | Noida, India

- Process-AXIS BANK
- Receiving inbound calls on a daily basis and helping customers with video KYC, RE-KYC in current & Savings account
- Provide customer service on call, solve queries concerning banking products.
- Increased customer satisfaction rating through empathetic listening and effective solutions Respond to 50+ calls daily,
- resolving 95% of the issue on the call.
- Following the banking guidelines like AML/KYC/AUDIT compliance.

## **EDUCATION**

### **CSJM University Kanpur**

- BSc -2016 - 2019
- Pursuing Certification in FINANCIAL MODELING

## **SKILLS**

- EDD ( enhance due diligence)
- Transaction monitoring
- Due diligence
- AML/AUDIT compliance
- Vlookup/Hlookup
- AML/CFT compliance

## **LANGUAGES**

Hindi

English