

# Smriti Ahuja

## Branch Banking Professional

9874512356  
smahuja@gmail.com  
23, B.T Road, New Delhi

Banking operations expert with skills in identifying business opportunities, managing financial operations, and streamlining processes related to operational risk. Proven experience in sustaining cordial relationships with customers and ensuring the attainment of customer satisfaction & business retention. Strong capabilities in preparing monthly, weekly & daily reports like dashboards with regard to productivity, quality, timeliness, and areas of improvement.

### EXPERIENCE

#### Branch Operations Manager

HDFC Bank, Pune

Aug 2020 - Present

- Reconcile assets between finance & operations and ensure verification. Research accounting issues for compliance.
- Maintain detailed records of crucial financial transactions.
- Develop/document accounting policies to maintain and strengthen internal control systems.
- Conduct risk assessments and identify controls to mitigate risks.
- Create & sustain a dynamic environment that fosters development opportunities and motivates high performance amongst team members.

#### Assistant Operations Manager

Standard Chartered Bank, Pune

Dec 2019 - Jul 2020

- Actively recruited and oversaw training for all new branch employees.
- Implemented annual performance appraisals for all branch staff.
- Assisted with developing annual branch business plans for maximum profitability.
- Provided complex service line with effective financial management & control of the branch by dealing with people/clients from diverse backgrounds.
- Maximized sales performance through the delivery of an exceptional customer experience, people management, and cost control.

### AWARDS

Best Audit Rated Branch, 2020-21 | HDFC Bank, Pune

### EDUCATION

M.Com (Accounting and Finance)  
SRCC College, New Delhi  
**2019**

B.Com(Accounting and Finance)  
St. Xavier's College  
**2017**

### SKILLS

Branch Operations



KYC Operations



Financial Reporting



Process Improvements



Compliance Management



Customer Service



Team Leadership



### LANGUAGES

English



Hindi



Punjabi

