

HOMA FIRDAUS

Communication Address: Nagmatiya Road, Near Railway Cinema, Gaya, Bihar

Mobile NO: 9262941951

Email: firdaushoma1@gmail.com



PROFILE

An ambitious Management Professional with strong commitment to pursue career in management. Aiming to secure a good place on a post-graduate scheme, which can provide exposure and opportunities for progression.

CAREER OBJECTIVES

To carve a niche for myself and being the foremost player in the world of Management and working in a good environment where one faces new challenges every day.

WORK EXPERIENCE

1) **BANDHAN BANK** : 1st July 2020 to 6th January 2021 Customer Relationship Officer, Retail Branch Banking

Role: Responsible for providing high quality service and query resolution to the customers of the bank, proactively and convert service opportunity into a sales opportunity.

KEY RESPONSIBILITIES:

- Ensure individual level targets related to value and numbers of accounts are met
- Ensure targets related to third party products are met
- Ensure that the customer query are attended to and resolved in an efficient manner and within stipulated Turn Around Time (TAT)
- Improve customer communication on closures through scripts & mails
- Understand and comply with requirements of all relevant policies of the bank including full compliance with Know Your Customer (KYC) and Anti Money Laundering (AML) requirement.

2) **BYJU'S**: Working with Byju's as Pre sales Associates.

ACADEMIC QUALIFICATIONS

<u>YEAR</u>	<u>DEGREE / CERTIFICATE</u>	<u>BOARD / UNIVERSITY</u>	<u>SCHOOL / COLLEGE / INSTITUTE</u>	<u>SUBJECT STUDIED / SPECIALIZATION</u>	<u>MARKS / GRADE OBTAINED</u>
2020	PGDM	AUTONOMOUS AICTE APPROVED	CALCUTTA BUSINESS SCHOOL	MARKETING&HR	6.5 out of 9, CGPA
2016	BSC	MAGADH UNIVERSITY	MIRZA GHALIB COLLEGE ,GAYA	ZOLOGY HONS	62%
2013	ISC	BSEB	HADI HASHMI+2 HIGH SCHOOL, GAYA, BIHAR	PCMB	64%

2011	10 th	CBSE	GYAN BHARTI PUBLIC SCHOOL, GAYA, BIHAR	GENERAL	8.2 CGPA
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INTERNSHIP DETAILS

<u>INTERNSHIP</u>	<u>NAME OF THE ORGANIZATION</u>	<u>PROJECT TITLE</u>
AUTUMN INTERNSHIP	WACKER'S METROARK CHEMICAL	EMPLOYEE MANUAL
SUMMER INTERNSHIP	IMRB- KANTAR	MARKET SURVEY FOR CUSTOMER'S OPINION.

KEY SKILLS

- Good **teamwork skills**.
- Communication skills and networking ability.
- Adaptability.
- Organizing and planning skills.
- Commercial awareness.
- Numerical skills
- Maintaining websites and looking data analytics
- Organizing events and product exhibitions
- Updating databases and using a Customer relation management (CRM) system

COMPUTER KNOWLEDGE

- MS-EXCEL
- MS-WORD
- MS-POWERPOINT

EXTRA-CURRICULAR WORKS

- Event Representative of Calcutta Business School.
- Cultural Events
- Extempore

LANGUAGES KNOWN

- English
- Hindi

HOBBIES & INTERESTS

- Acting
- Social Activity

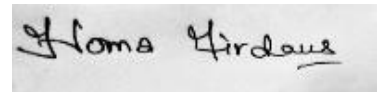
PERSONAL DETAILS

- **Father's Name:** MD Iftekhar Ahmad
- **Mother's Name:** Tabassum Naz
- **Nationality:** Indian
- **Marital Status:** Single
- **Gender:** Female
- **Date of Birth:** January, 18, 1997

I hereby declare that the information provided here are true to the best of my knowledge.

Date: 25th of July, 2021

Signature

A handwritten signature in black ink on a light background. The signature appears to read "Homa Hirdane" with a stylized flourish at the end.