

RADHA CHOUDHARY

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OBJECTIVE

Motivated B.Sc. Computer Science graduate with a strong foundation in technology, service, and communication, seeking a dynamic opportunity in the banking sector. I aim to contribute to customer-centric and operations-driven roles while leveraging my analytical mindset, technical skills, and adaptability. Passionate about continuous learning and ready to grow within a fast-paced, digitally transforming banking environment.

CAREER HIGHLIGHTS

- Strong grasp of digital tools, IT troubleshooting, and basic front-end development
- Solid interpersonal and communication skills with client-facing experience
- Fast learner with enthusiasm for banking operations, digital finance, and compliance
- Preparing for roles in the banking sector with focus operations profiles
- Consistently self-driven to upskill in banking knowledge, reasoning, and aptitude

EDUCATION

B.Sc. in Computer Science , Christian Eminent College, DAVV University, Indore	<i>2022–2025</i>
12th Science (MP Board) , Govt. Higher Secondary School, Hatuniya — 75%	<i>March 2022</i>
10th Grade (MP Board) , Govt. Higher Secondary School, Hatuniya — 78%	<i>March 2020</i>

PROFESSIONAL EXPERIENCE

Frontend Developer Intern SSI Digital Academy, Indore	<i>Jan 2023 – Jun 2023</i>
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- Supported technical troubleshooting across 15+ client websites
- Resolved HTML/CSS issues within strict SLA targets
- Collaborated with internal teams via Microsoft Teams for sprint-based delivery
- Handled customer queries using ticketing systems and ensured timely updates

TECHNICAL & BANKING SKILLS

Banking Awareness	Retail banking, digital payments, KYC compliance, account types
Customer Handling	Direct interaction, complaint resolution, communication skills
Technical Tools	MS Excel, TeamViewer, Remote Desktop, ticketing software
Soft Skills	Time management, multitasking, teamwork, service orientation
Operating Systems	Windows 10/11, Linux basics, system maintenance

CERTIFICATIONS & TRAINING

- Completed 150+ hours in hands-on Windows OS troubleshooting labs
- Studied ITIL basics, computer hardware diagnostics, and system utilities
- Currently preparing for private bank roles through reasoning, aptitude, and banking awareness

DECLARATION

I hereby declare that the information provided above is true and correct to the best of my knowledge.