

# MAYANK CHOUDHARY

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## OBJECTIVE

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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

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- 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

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<b>B.Sc. in Computer Science</b> , Christian Eminent College, DAVV University, Indore	<i>2022–2025</i>
<b>12th Science (MP Board)</b> , Govt. Higher Secondary School, Hatuniya — 61%	<i>March 2022</i>
<b>10th Grade (MP Board)</b> , Saraswati High Secondary School, Shamgarh — 72%	<i>March 2020</i>

## PROFESSIONAL EXPERIENCE

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<b>Frontend Developer Intern</b> 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

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

## CERTIFICATIONS & TRAINING

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- 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

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