

## **MEENAKSHI SHARMA**

Permanent Address:  
H.No.1989 SECTOR 32 ,  
Chandigarh ROAD,  
Ludhiana (141003).

Contact No: +9888367797,9888043636

## **Meenakshi Sharma**

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### **Objective::**

I am looking for career in dynamic organization with a challenging work environment in operations, an organization that could provide great career & growth opportunities along with learning environment.

### **Core Strength :**

- Extremely dedicated to my work and have the ability to understand the work requirements, needs & map the solution which addresses their requirements optimally.
- Creative, self starter , confident, punctual, & have the ability to work in a fast paced environment.
- Good at planning given set of tasks & have report status periodically in a formal way.

### **Work Experience:**

**Indusind Bank ltd as a Customer Service Executive From Apr-2011 onwards.**

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#### **Front Desk Operations**

- Handling Customer query and problems
- Handling activities related to general banking operations.

#### **I-WORKS**

##### **Account Inputting & Processing :**

- 1) Securitize all account opening forms and do first level check of completeness in respect to KYC & AML.
- 2) Input and forward all account opening forms through I Works to central hub for processing.

- 3) Handling and resolving queries & exceptions raised on accounts opening by central processing hub.
- 4) Responsible for account opening TAT and first time right rating of branch.
- 5) Handling & maintaining records of fixed deposit opening of branch.

**Achievement:**

**I was Awarded by Regional Head in NTB Drive (CASA) in 2011**

**Gulzar Motors as a ACCM (Assistant Customer Care Manager ) from Dec 2010 to Feb 2011**

- Handled Customer Service.
- Query Handling.
- Handled Back end Activities along with handling of RC DEPT.

**ABN AMRO bank as a Team Leader from to Feb-2009 to Nov 2010.**

- Responsible for team collection target as a team leader
- To allocate Leads to all executive on daily basis
- Customer Query handling
- To take reporting of the executives on daily basis.

**Education Qualification:**

- 10th from Punjab School Education Board, Mohali.
- 10+2 from Punjab School Education Board, Mohali.
- Graduate From Punjab University, Chandigarh
- Pursuing MBA

**Computer Knowledge:**

- Internet Operations
- Basic, Microsoft Office

**Personal Information:**

➤ Name	:	Meenakshi Sharma
➤ Father's Name	:	Kuldeep Sharma
➤ Date of Birth	:	22 DEC 1986
➤ Sex	:	Female
➤ Martial Status	:	Unmarried
➤ Nationality	:	Indian
➤ Language Known	:	English, Hindi, Punjabi,
➤ Contact No.	:	9888367797,9888043636
➤ E-Mail Address	:	meenakshishar13@gmail.com

Date:- 06/05/14

Signature: 