**Minakshi Bera**

567/4 Krishna Nagar, Cell: (+91) 97735 34427

Dr. B. Amd road, Email: minakshibera@yahoo.com  
Parel (E), Mumbai 400012

Career Objective

To work with an organization that rewards loyalty, hard work and ambition by providing growth opportunities. Contribute to the overall growth of the organization by achieving professional and personal goals.

Experience Summary (2.1 years)

**Firstsource Solution Pvt. Ltd.**

(25th Jan 2014 – 1st Aug 2014)

Worked with Firstsource Solution Pvt. Ltd. as an associate (AXIS BANK).

**Genie Customer Management Services**

(4th Jun 2012 – 24th Jan 2014)

Worked with GenieCustomer Management Servicesas a Back office executive (NSDL).

Educational Qualifications

Post-Graduation Diploma in Banking Management (PGDBM) from **TIMESPRO** (2014-2015).

**MBA** in **Finance** from Mahatma Gandhi University (2012-2015).

**Bachelor in Financial Markets** from Mumbai University (2009-2012).

**HSC** from Maharshi Dayanand College (Mumbai University)

**SSC** from B.E.S High School (Mumbai University)

Certifications

Advanced excel 2010

Tally ERP 9.0

MS-CIT from Keerti Institute

Employment History & Responsibilities

**JAN 2014 – JUL 2014: Associate (Firstsource Solution Pvt. Ltd.)**

**Project:** Axis Bank

* Provide resolutions for NRI Customer’s for NRI account queries
* Account opening, closure of account, debit card blocking, internet banking, mobile banking, NEFT & RTGS.
* Resolutions for Travel/ Forex Card holders
* Application for new forex card/ multicurrency card & replacement of card
* To resolve the queries in using forex card and also with the corresponding charges depending on the currencies
* Guide & provide resolution for Axis remittance (Inward & Outward)

**JUN 2012 – JAN 2014: Back Office Executive (Genie Customer Management Services Pvt. Ltd.)**

**Project:** National Securities Depository Limited (NSDL)

* Resolution for various technical queries for PAN applicant through E-mail.
* Drafting official letter for police station, Ombudsman, RTI, DIT & Grievances and send it to ITD (Income Tax Department)
* Sending monthly performance report of PAN data to ITD.
* Verification of PAN documents for valid and invalid cases
* Keeping records of monthly PAN data details
* Quality checking of delivery statement.

Personal Details

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| **Date Of Birth** | 2nd August 1991 |
| **Gender** | Female |
| **Nationality** | Indian |
| **Lingual Dexterity** | English, Hindi, Marathi & Bengali |
| **Hobbies** | I enjoy listening to music in my spare time and to sketch.  I also have an ardent interest in Abstract Photography. |

I hereby declare that all the information provided is correct to the best of my knowledge.

***(Minakshi Bera)***