**Yatin Kapoor (B.A. Hons Business Studies)**

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Punjab, India 143001

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**D.O.B 20/02/1990**

**PERSONAL PROFILE**

I am a highly self-motivated, enthusiastic, quick learner and a confident individual. I believe myself to be an influential communicator and good listener with a “can do” attitude. I can relate well with people at all levels. I believe in being a team player and always maintain a good, friendly and respectful relationship with my colleagues and customers.

If given an opportunity to work with your company, I will prove to be a hard-working, loyal and sincere employee.

***WORK EXPERIENCE***

Axis Bank, Majitha Branch , Amritsar, Punjab, India

(April 2013-to Present)

Grade – Officer (Operations)

Profile- Front Desk Officer

* **Taking primary responsibility of core front desk and banking operations and monitoring the same are well performed.**
* **Doing operations like NEFT, RTGS, clearing (inward and Outward), full knowledge banking software ie Finacle.**
* **Handling of banking durable like Instant account opening kits, atm pins, Maintaining registers and management of inward and outward dak.**
* **Doing regular work like transfers, DD, PO making.**
* **Giving full support to branch in regular audit operations.( Tax and Branch audit)**
* **Fulfilling Branch CASA targets and increasing branch revenue through mutual funds, Life insurance, General insurance.**
* **Full knowledge of teller operations.**

**Marriott International, Ashford Road**

**Tudor Park Marriott, Maidstone, UK**

**Key Night Auditor September 2011 to November 2012**

* Performed Night Audit functions in a timely and efficient way
* Managed and handled hotel outlet takings and banked takings at the end of each financial day
* Managed in house account corrections , balancing and reviewed financial transactions at cash outlets of the day
* Performed Front office functions like check-ins and miscellaneous guest services.
* Maintained an efficient system of safe handling and key logging procedures
* Uses opera and micros systems on daily basis as a primary software for night audit functions
* Managed efficient communication between accounts and nights team
* Completed and passed internal testing systems on regular basis.
* Fully First aid trained and did duty manger shifts
* Fully fire trained and done many Marriott oriented trainings including passports to success.

**Marriott International. Kingfisher way,**

**Huntingdon Marriott, Cambridgeshire, UK. PE29 6FL**

**Night Auditor July 2010 to September2011 (student industrial placement)**

* Presented a proposal for the increase of efficiency of front office financial systems
* Awarded “ Associate of the month’’ Award and a “shining star’’ certificate for month of January for covering 17 nights as a sickness cover
* Performed Night Audit functions in a timely and efficient way
* Managed and handled hotel outlet takings and banked takings at the end of each financial day
* Managed in house account corrections, balancing and reviewed financial transactions at cash outlets of the day.
* Performed Front office functions like check-ins and miscellaneous guest services.
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* Completed and passed internal testing systems on regular basis.
* Fully First aid trained and did duty manger shifts

**PREVIOUS WORK EXPERIENCE**

**October 2008 - January 2009**

* **Waiter / cahier**

Worked as a waiter & also as a Kitchen Assistance at shere khan express restaurant in Blue Water shopping mall UK.

**Responsibilities**

* Good service
* Liaising with customers
* Making bills and taking payments
* Cleaning
* Checklists for stocks
* Working in a busy environment efficiently
* **JAN 2009 to JUNE 2009**

**Sales Assistant**

Worked as sales assistant at Nickins news convenience store in Belvedere,UK.

**Responsibilities**

* Stocking
* Checkout point operation
* Cashiering
* Pricing
* Newspaper delivery
* Cleaning
* Stock count
* Sales Assistant ( August 2009- June 2010) Worked as sales assistant at Bachras food and Wine in Belvedere and Londis super market in Erith, UK. .

Practicing skills like such as

* Stocking
* Checkout point operation
* Cashiering
* Pricing
* Newspaper delivery
* Cleaning
* Stock count

**EDUCATION**

Graduated at the University of Kent, UK (BA honours in Business Studies wherein I learned the basics of business and marketing). (September 2008- June 2012)

**Course modules**

* Business tools
* Economics for business
* Computing for business and accounting
* Principles of marketing
* Industrial relations
* Accounts
* People and organisation
* Business Law
* Management of Human Resources ( Conducted Presentations and Wrote essays)
* Management project of 12,000 words (topic chosen- How training in Marriott leads to progression and development of Employees).
* Strategic Marketing

**HIGHER SECONDARY EDUCATION (CBSE BOARD INDIA) 12th grade –**

Business studies, Accounts, Economics, Mathematics and English.

Passed my Higher Secondary with 75% score which is equivalent to all A’s.

**HIGHER SECONDARY EDUCATION (CBSE BOARD INDIA) 10th grade –**

Social science, English, Mathematics and Science

Scored 75% in my aggregate result.

**LANGUAGES-**

Fluent in English, Hindi and Punjabi (RWS)

**RESPONSIBILITIES AND DUTIES PERFORMED**

* Served in and headed the student council of Spring Dale Senior School, India. This has imbibed in me the spirit of working with devotion, ability to understand the nature of different tasks, time management and coordinate as a team member and also the quality of leadership.
* Performed the Duty of English editor for the school magazine for two years.
* Headed youth environment society of Amritsar in India. Promoting greenery and a healthier environment.
* Voluntary work for funding Maqboolpura society for underprivileged children.

**LEISURE AND SPORTS INTEREST**

* Playing Cricket, Lawn Tennis, Basket Ball, Snooker.
* Enjoy adventure sports and have tried Rappelling, Mountain climbing, River bridge making
* Reading Philosophy and psychology, Gardening, Cooking, .Writing poems and following world news and markets on the Internet and TV.
* Take keen interest in latest technological developments and devices.
* Learning and practising new skills.