**Curriculum Vitae**

**Jyoti Srivastava**

Flat No. B-502, Leon Orbit Society,

Pimple Saudagar, Pune

Maharashtra-411017  
Mo. +91 7875354289

Email – jyoti\_bksc@yahoo.com

**Career Objective:** A challenging position in a professional organization, where I can enhance my skills and strength in conjunction with the Company’s goals and objectives. Willingness to adopt and learn new technologies is my strength.

**Skills:**

* Excellent in time management.
* Readiness to adopt new things quickly.
* Ability to perform under pressure.
* A good team player with efficiency to work with Microsoft Word, Microsoft Excel, Power point etc.
* Self-motivated, responsible and experienced at working in fast-paced environments

**Work Experience:**

**1. ICICI BANK**

**Period:** From 15th November, 2013 till 30th June, 2014 New Delhi

**Roles and Responsibilities:**

* Worked as Assistant Manager Band 1
* Acted as a relationship manager between Bank and privilege Customers.
* Responsible for Query Resolution for privilege customers.
* Responsible for performing end to end operations of the bank.
* Responsible for Cash Reserve Management
* Responsible for Fund transfer of RTGS/NEFT, Cheques, Demand Draft
* Responsible for Opening of privilege Current and Savings accounts of Customer.
* Responsible for management of Funds of the Investor
* Responsible for documentation and approving various types of loans of the Customer.

**2. Barclays Shared Services Limited**

**Period:** From 7th August 2014 till date

**Roles and Responsibilities:**

* Working as Dispute Management Advisor
* Resolving the dispute related to Barclays Credit Card Online shopping performed by Customers
* Responsible for taking care of Balance Transfer
* Responsible for Cash Withdrawal
* Responsible for Online Payments
* Responsible for Collecting adequate documents from the Customer related to Dispute
* Responsible for Initiating the Investigation for any dispute
* Responsible for Logging and taking care of the Complains from the Customers

**Computer Skills:**

* Finacle Software
* MS Outlook
* MS Word
* MS Excel
* Internet

**Academic Qualification:**

* Graduation in Bachelor of Business Administration from DISTM College, West Bengal University, Durgapur 2011
* Intermediate from Delhi Public School, CBSE Board, Bokaro, Jharkhand 2008
* High School from Delhi Public School, CBSE Board, Bokaro, Jharkhand 2006

**Additional Qualification:**

* Pursued Master in Banking in Finance Course From Manipal University, Bangalore 2012
* Participated in various inter-state cultural activities and seminars.

**Personal Details:**

**Date of Birth** : 28th August 1990

**Husband's Name** : Mr. Vishal Gaurav

**Gender** : Female

**Languages Known** : English, Hindi and Bengali

**Marital Status** : Married

**Nationality** : Indian

**Blood Group** : B-ve

**Hobbies** : Sports, Music, Traveling & Internet surfing

**Permanent Address**: Flat No. B-502, Leon Orbit Society,Pimple Saudagar,

Pune Maharashtra-411017

**Mobile Number** : +91 7875354289

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**Values & Believes:** Greatest strength and faith is my ability and the confidence to work hard towards my objective.

**Place**- Pune (**JYOTI SRIVASTAVA**)