# DAMANPREET KAUR

G-12 Vijay Nagar, Single Storey

New Delhi-110009

Mobile: -9899745470

Email ID: daman.kaur88@yahoo.co.in

# PROFESSIONAL EXPERIENCE

A dynamic professional with over 3 years of experience in directing business operations with key focus on top line profitability while ensuring optimal utilization of resources in the Banking Services sectors.

**Organization:** HDFC BANK**,** one amongst the strongest bank in Asia.

**June 2011 – Dec 2014 ADFC Pvt. Ltd.**

**(Sister concern of HDFC Bank)**

Designation**: -** Senior Officer

**Profile**: - Phone Banker

**Work Profile:** Handling of customer’s queries & complaints & ensuring cross sell on calls.

**Job Summary:**

* An officer in HDFC Bank with Phone Banking division.
* Cross-selling of various loan products like Home loan, Personal loan, Auto loan, Two-wheeler loan, Loan against securities, Loan against property, Overdrafts, Credit cards, Fixed deposits.
* Imparting training to new recruits.
* Handling and resolving queries of customer.
* Specialization: Customer centricity for complaint resolution, developing business relationship with clients through self-conviction.

**Highlights as Phone Banker**: -

* Awarded two years continuously as Best Phone Banker-Business wise (PAN India).
* **Awarded Phone Banking Q Star in pan India in the FY (2013-2014) (Parameters for this award was service/quality/sales)**
* Topped the Disbursal chart of various products & received the due recognition from Channel head.
* Received maximum numbers of Appreciation call/mails from the customers.

**IndusInd Bank**

April 2015-Sep 2015

**Designation-Executive**

**Profile-**Tele Relationship Manager

**Work Profile-**Working as a Tele Relationship Manager

**Job Summary**

* I was working with the IndusInd bank as an Executive.
* Cross selling of the In-house Customers.
* Debit card upgrades/Account upgrade/General Insurance /Locker Selling/Credit Card.

**CTC**-3,00,000 PER ANNUM

#### ACHIEVEMENTS: -

* Participated in Inter-College, table tennis & badminton tournament in PGDM.
* Took part in various Extra Curricular activities of college in PGDM.
* Organized College’s Alumni Meet & proved a good team player.
* Was one of top 20 students in first semester Examination.
* Active member of college organization society.

#### STRENGTHS:-

* **Good interpersonal communication skills with a friendly & positive attitude**
* **Quick learner, ambitious and hardworking with commitment to excel.**

**INDUSTRY EXPOSURES:-**

* Maruti Udyog-Various aspects of the production line and the advantages of automation.
* Mother Dairy-Competitive advantage gained from having a strong supply chain.

# Academic Details:

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| --- | --- | --- | --- |
| **EXAM** | **BOARD** | YEAR | **INSTITUTE** |
| PGDM in Human Resource | AICTE | 2011 | GURUNANAK INSTITUTE OF MANAGEMENT |
| B.B.A | AICTE | 2008 | GURUNANAK INSTITUTE OF MANAGEMENT |
| S.S.C | CBSE | 2005 | GURUTECH BAHADUR 3RD CENTENARY PUBLIC SCHOOL |
| H.S.C | CBSE | 2003 | GURUTECH BAHADUR 3RD CENTENARY PUBLIC SCHOOL |

# Personal Details:

# DOB : 14th June 1988

Father’s Name : S.Davinder Singh

Marital Status : Married

Date:

Place: NEW DELHI (Damanpreet kaur)