

Curriculum Vitae

Personal Details:

Name : - Yatri Shah
Address : - Kesar Bhavani bungalows, Jodhpur gam, satellite, Ahmedabad Gujarat 380015.
Mob. No. : - 91-8780269775
Email : - yatrishah298@gmail.com
DOB : - 29-08-1998

Professional Summary:

Total Experience of 3 Years and 4 Month profession with strong Leadership & Relationship building skills. Meticulous Head Teller, excellent at juggling multiple tasks. Exceptional leader talented at Team Liaison, strong verbal communication, conflict resolution and operational Excellency, Regulatory Compliance.

Working Experience:

- Presently working in Kotak Mahindra bank as a Service Officer from 03-03-2022.
- 2 Years and 2 Months of qualitative experience as Customer Service Officer in Liabilities and operation vertical in Utkarsh Small Finance Bank

Key Achievements:

- Completed ANIIT Course in Banking and Finance from NIIT
- Qualified in various contests, launched by bank officials.
- Completed the " NISM Series V-A Mutual Fund Certification Examination" as required under the SEBI Regulations, 2007
- In terms of Service Quality achieved highest score in entire Cluster.
- Consistent higher PSV Audit Rating due to Zero Operation Lapse.

Educational Qualification:

- Completed Mcom with first class in the year 2021 (Gujarat University)
- Completed Bcom with first class distinction in the year 2019 with 77% (Gujarat University)
- Completed 12th in the year 2016 with 74% (Gujarat Board)
- Completed 10th in the year 2014 with 84% (Gujarat Board)

Hobbies

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- Painting & Crafting
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Competencies Overview:

Banking Operations

- Diligently handling all the duties and activities mentioned under job responsibilities.
 - Handling day to day transactions of banking including RTGS, NEFT, Cash, Transfer of Cheques.
 - Managing customer centric operations, forwarding customer instructions to concerned department & ensuring customer satisfaction by achieving delivery & service quality norms with minimum TAT.
 - Managing the overall functioning of process, identifying improvements areas and implementing adequate measures to maximize customer satisfaction level,
 - Planning and working flexibility to a deadline.
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Declaration:

Hereby, I Yatri Shah declare that the above-mentioned details are true to the best of my knowledge and achievements. I am very eager to share my knowledge and to give best effort that I can do progress and innovation for your esteemed organization.