

Client Relationship Staﬀ Training and

Development

Recordkeeping and Documentation

Opening and Closing Procedure

Customer Service Inventory Control

Report Management

Team Management Time Management

# PROFILE SUMMARY

Motivated professional seeking to expand professional experience while reﬁning customer service, ﬁnance, banking and administrative based skills. Provides input to personnel actions such as performance appraisals, hiring, disciplinary action, etc.

Credited for the administration and eﬃcient daily operation of a full-service branch oﬃce, including operations, lending, product sales, customer service, and security and safety in accordance with the Bank's objectives. Maintain an adequate cash drawer at all times; this includes buying and selling currency from the vault as necessary.

Highly skilled in cash handling and customer service experience in a professional retail environment. Supervising and scheduling all tellers to ensure branch eﬃciency. In addition, duties encompass the accurate and eﬃcient processing of all teller transactions for bank customers in a prompt and courteous manner.

Accurately and eﬃciently completes customer transactions. Responsible for following and adhering to all bank operational and security policies and procedures including compliance and privacy policies and procedures to maintain customer conﬁdentiality.

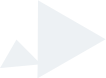
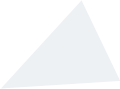
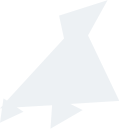
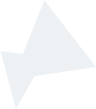
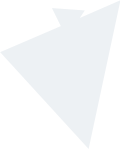
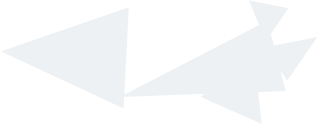
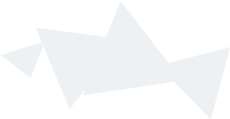
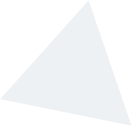
Provided a variety of banking services to customers and oversees all major banking operations. Adept at applying eﬀective management skills. Specialize in working in a fast paced environment to meet customer needs and ensure eﬃcient banking operations.

# TECHNICAL COMPETENCE

C.C.C Certiﬁcate With “A” Grade by Arison Institute (Govt Approved)



# CERTIFICATES



KUNAL K KANAIYA

**TELLER AUTHORISER**

Analytical, detail-oriented **Banking professional** with **15+ years** of extensive experience in providing exceptional customer service, administrating customer transactions and promoting company oﬀerings in the banking industry. Exceptionally organized and focused, demonstrating an outstanding aptitude to manage and balance a variety of ﬁnancial transactions in a fast- paced environment.

[kanaiya26@gmail.com](mailto:kanaiya26@gmail.com)

+91-99044 73294

22,Harsidhbaug Society, Opp.Revamani Hall, Near

Ghatlodiya Water Tank, Ghatlodiya, Ahmedabad- 380061

26 November, 1988

**SKILLS**

Cash Drawer Balancing

Cash Handling

Certiﬁcation Examination For Corporate Agents (09/2021)

*by Insurance Institute of India*

Mutual Fund Distributors Certiﬁcation Examination Complete (2014)

*By National Institute of Securities Markets*

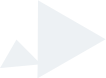
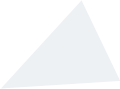
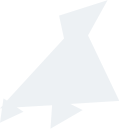
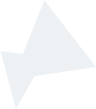
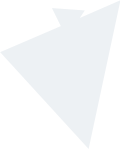
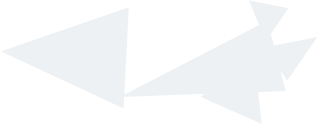
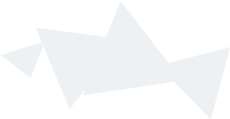
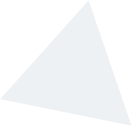
Modern Banker Program has Successfully Completed (07/2014 - 08/2014)

*By HDFC Bank and Times PRO*

Depository Operations Certiﬁcation Examination Complete (2014)

*By National Institute of Securities Markets*

# WORK EXPERIENCE



**TELLER AUTHORISER**

### HDFC BANK LTD



*09/2014 - Present*, *Achievements/Tasks*

Authorizing opening and processing of FDRs, DD/PO, RTGS, NEFT, Accounts and Cash transactions and Ensure processing of the same as per the

Ensuring the timely delivery of Fixed Deposits Receipts, ATM Cards, Cheque Books, NetBanking passwords, etc.

Authorization of all outward clearing cheques. Monitoring vouchers and numbered instruments to detect error at the time of

Verifying Salary Uploads and Maintaining salary uploads confirmations

Monitoring suspense accounts, deferred accounts, accounts payable/ receivable and ensuring TAT for timely movement of funds. Reviewing EOD reports (BJR / Instruments issued/ EOD cash position etc.)

Handling the Current Account queries, Channel Registration Forms, Corporate

Maintenance of counter stock register (DD/MC)/ Bulk Stock, & Cheque Returns. Filling of MC/DD stub copies and cancelled instruments.

Implementation of processes in the branch, conducting internal audit in coordination with Branch

Maintain the records for expense vouchers/ payments to vendors/ reimbursement to

Handling products cross-sell along-with generating references from the customers for various products, thereby enhancing relationship with existing

## DA-Auditor

### NIELSEN INDIA PVT LTD. (MARKET RESEARCH COMPANY)

*06/2013 - 06/2014*,

*Achievements/Tasks*

Involved in planning and budgeting for projects and retail store audit and shop census. Provided training for all Executives, Auditors and freelancer

Recruitment of Auditors and freelancer as per the requirement. Resolution of the client queries. Ensured the quality, productivity and internal/external time line for projects and audits

Performed the full audit cycle including risk management and control management over operations. Eﬀectiveness, ﬁnancial reliability and compliance with all applicable directives and regulations. Determined internal audit scope and developing annual plans.

Responsible for obtaining, analyzing and evaluating accounting documentation, reports, data, ﬂowcharts etc. Prepared and presented reports that reﬂect audit's results and document process.

Acted as an objective source of independent advice to ensure validity, legality and goal achievement. Identiﬁed loopholes and recommend risk aversion measures and cost savings opportunities. Engaged to continuous knowledge development regarding sector's rules, regulations, best practices, tools, techniques and performance standards.

## Sale Associate

### UDBHAV MARKETING SOLUTIONS (ASIAN PAINTS HOME SOLUTIONS)

*11/2011 - 04/2012*,

*Achievements/Tasks*

Responsible for greeting customers, responding to questions, improving engagement with merchandise and providing outstanding customer service.

Operated cash registers, managing ﬁnancial transactions, and balancing drawers. Achieved established goals. Directed customers to merchandise within the store. Increasing in store sales.

Maintained an orderly appearance throughout the sales ﬂoor. Introducing promotions and opportunities to customers. Performed cross-selling products to increase purchase amounts.

Ensured high levels of customer satisfaction through excellent sales service. Assessed customers needs and provide assistance and information on product features.

## Corporate Salary Executive

### HDFC BANK LTD

*09/2010 - 11/2011*,

*Achievements/Tasks*



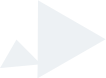
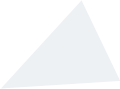
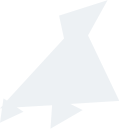
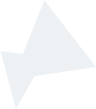
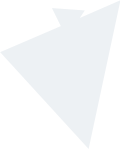
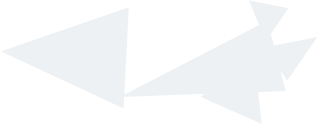
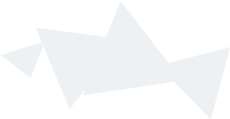
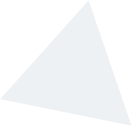
Responsible for Acquisition of salary accounts and Cross of Third Part products in the portfolio. Maintained relationships with the department heads / contact people at a corporate level.



Penetration in empanelment relationships acquired. This will be self & an Account Manager reporting to the Head. Ensured salary credits in all salary accounts sourced.

Understood the oﬀer/arrangement made to the Corporate by the bank. To ensure that all accounts signed up with the corporate gets salary credits.

# ORGANIZATIONS



HDB Financial Services (06/2009 - 12/2009)

*Tele calling Oﬃcer*

S Shivam Traders (Asian Paints Shop) (04/2006 - 04/2009)

*ales Executive and Computer Operator*



# EDUCATION

## MBA-Marketing

#### Sikkim Manipal University

*12/2012*,

## B.com-Advanced Accounting and Auditing

#### Gujarat University

*04/2009*,

## HSC

#### Gujarat Secondary & Higher Secondary Education Board Commerce

*03/2006*,

**SSC**

#### Gujarat Secondary & Higher Secondary Education Board Gujarati

*03/2004*,

# LANGUAGES

English

*Full Professional Proﬁciency*

SHindi

*Full Professional Proﬁciency*

Gujrati

*Full Professional Proﬁciency*