# PUJA KUMARI

# AT– 31, YADAV NAGAR

# MANINAGAR EAST BEHIND

# HATKESHWAR BUS DEPO,

# MANINGAR, AHMEDABAD

# GUJARAT - 380008

E-mail: [pujakumari1261990@gmail.com](mailto:pujakumari1261990@gmail.com)

Mobile No: +91- 7277548002

: +91- 6201445260

Career Objective:

* To contribute my technical and learning skills in a position with a growing and dynamic firm.
* To pursue a career with an organization having a global vision, which encourages creativity

and offers an opportunity to learn and develop both in professional and personal life,

Wish to use and enhances my knowledge and ability to work in Team.

Current Experience:

**WORKING WITH DCB BANK LTD AS A TELLER SERVICE EXECUTIVE SINCE JULY- 2018**

**JOB DESCRIPTION:-**

* Ensure quality customer acquisition and on boarding for each customer as per Bank's policy and guidelines
* Forging effective relationships with customers and ensuring quality customer service is delivered at all points in time
* Giving the client need based product solutions and in the process aligning client requirements with business specifics
* Assessing customer propensity and ensuring higher product penetration per relationship
* Referencing for more business from existing customers
* Handle customer queries and complaints
* Manage assigned branch operational functions like custodian for Keys, pins, cheque books, etc.
* Ensuring adherence to banking regulation & policies pertaining to Anti Money laundering, know your customer (KYC), Data & Information security etc
* Conducting branch administration and lobby management
* Cross selling banking products including CASA, Assets including Gold Loan, Business Loan, Housing Loan, FD, Revenue from LI/ GI/MF.

Other Experience:

1 year exp. In Career Planner Patna as a Faculty of Reasoning Subject.

Summary of Strengths

* An unwavering commitment to customer service, with the ability to build productive relationships, resolve complex issues and win customer loyalty.
* Strategic-relationship/partnership-building skills -- listen attentively, solve problems creatively, and use tact and diplomacy to find common ground and achieve win-win outcomes.
* I believe in honesty and dedication in the execution of the work given to me.
* A Strong aptitude towards Leadership, Responsibility and Working under pressure.

Academic Education:

* **Passed Graduation** BScfrom Magadh University Gaya 2012.
* **Passed 12th** from B.S.E.B PATNA, 2009
* **Passed 10th** from B.S.E.B PATNA in 2006.

Technical Skills:

* **Diploma :** PGDCA.
* **Operating System** : Windows 98/2000/XP**.**
* **Typing Speed** : [40 WPM(Eng.)]

Personal Profile :

Name : PUJA KUMARI

Father’s Name : SUBODH SRIVASTAVA

Sex : Female

Marital Status : Married

Nationality : Indian

Hobbies : Listening to Music & Internet surfing.

Permanent Address : HOUSE NO 91, Indra Nagar,

Rajapurpul , patna , Bihar

Pin - 80001

Date of Birth : 12th June 1990

**Declaration:-**

I hereby declare that the above-mentioned information is correct up to my knowledge and I bear the responsibility for the correctness of the above-mentioned particulars.

Place: - \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ **PUJA KUMARI**

Date: - \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_