

# RESUME

**NAME:** PRACHI SHARMA  
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## Objective

To secure a position in a company where I can use my skills and abilities to make a contribution to the organisation.

## Education

Bachelor of commerce  
Jai Narayan Vyas University  
2020

## About Professional Behavior

- Active listener who understands the best way to help a customer to
- know what he or she is looking for
- Strong communication skills both in writing and speaking
- Innovator, quick learner with reputation of being a good team player
- Quick decision-maker able to consider pros and cons of a situation to
- make the best choice
- Well developed leadership motivational and multitasking skills.

## Work Experience

August 2024- Till Present

### HDFC BANK LTD

- Executed daily branch operations including cash receipts/ payments, fund transfers, cheque/DD issuance, FD closures, and account servicing.
- Resolved customer queries & complaints while ensuring

compliance with banking norms.

- Supported cross-selling of bank products such as savings/current accounts, credit cards, insurance & mutual funds.
- Assisted in lobby & queue management, guiding customers for digital/alternate channels to reduce wait times.

## **Skills**

• Banking Operations • Customer Service • Problems Solving Skills • Sales & Cross-Selling • Communication • Team Work • Client Relations Management

## **Technical Skills**

- Operating system: windows 10, win7, XP
- Tools: MS office 2013,
- Google drive (Sheets, Docs, etc)
- Conference calling software : (zoom and google meet , microsoft teams)

## **Certification**

Google : The Fundamentals of Digital Marketing

## **Interest And Hobbies**

- Reading • Traveling • Learning a new skill • Dancing

## **Personal Details**

- Date of birth: 5 March 1999
- Gender : Female
- Nationality : Indian
- Language: Hindi , English

## **Declaration**

I hereby declare that the information furnished above there is true to the best of my knowledge. I do hereby declare that above particular of information and facts stated are true, correct and complete to the best of my knowledge belief.