

GURJAR ALPESH

BANK TELLER

CONTACT

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11-01-2001

EDUCATION

2018-2021
GUJARAT UNIVERSITY-AHMEDABAD

- Bachelor of arts

SKILLS

- Cash Handling
- Customer Service
- Compliance
- Effective prospective
- Products and Service knowledge
- Effective Communication
- Patience and ability to manage stress
- Working knowledge of MS Office, excel and Data base management
- attention to detail

LANGUAGES

- English
- Hindi
- Gujarati

PROFILE SUMMARY

Motivated and dedicated job seeker with a strong knack for organization, seeking to secure an entry-level position as Job Title.

Committed to contributing to the team's success in achieving company goals. Eager to find and maintain a full-time role that presents professional challenges, utilizing exceptional interpersonal skills, excellent time management, and problem-solving abilities.

WORK EXPERIENCE

IndusInd Bank JAN 2024 – FAB 2025

Teller

Answered customer inquiries regarding account balances, transaction history, services charges, and interest rates.

- Maintained up-to-date knowledge of bank products, services, promotions, policies, regulations to better assist customers with their financial needs.
- Managed high-volume transactions efficiently while maintaining attention to detail, ensuring accurate processing for customers.
- Identified sales opportunities and referred customers to branch partners in financial services.
- Monitored and verified suspicious activity on customer accounts.

HDB Financial services-Ahmedabad

NOV 2022–AUG 2023

Senior Telecaller

Monitor accounts to identify outstanding debts

- Investigate historical data for each debt or bill
- Find and contact clients to ask about their overdue payments
- Take actions to encourage timely debt payments
- Process payments and refunds
- Resolve billing and customer credit issues
- Update account status records and collection efforts
- Report on collection activity and accounts receivable status