

Vikas Kumar

New Delhi, 110086 | 7011792882 | vikas.chandervansi@gmail.com

Summary

Highly motivated professional with 1 year of experience as a Helpdesk Executive at HDFC Bank, seeking a challenging position in the data science field. Leveraging my strong analytical skills, problem-solving abilities, and passion for data, I aim to contribute to the development and implementation of data-driven solutions that drive business growth and enhance decision-making processes.

Experience

HELPPDESK EXECUTIVE | 04/2022 - Current

Talentpro HR India Pvt Ltd

- Processed chargeback cases and efficiently resolved customer disputes, ensuring customer satisfaction.
- Handled refunds and managed the refund process, adhering to bank policies and procedures.
- Conducted UPI & Card MPR (Merchant Payment Reconciliation) to ensure accurate and timely reconciliation of transactions.
- Handled additional TID (Terminal ID) requests and maintained updated records.
- Responsible for email updates, ensuring accurate and timely communication with customers.
- Updated GST (Goods and Services Tax) details for customer accounts, ensuring compliance with regulatory requirements.

Skills

- Excellent customer service and interpersonal skills.
- Strong attention to detail and accuracy in handling financial transactions.
- Proficient in using banking software and systems.
- Ability to work effectively in a fast-paced and dynamic environment.
- Strong problem-solving and decision-making abilities.
- Excellent verbal and written communication skills.

Education

Maharaja Agrasen Himalayan Garhwal University - Pauri Garhwal, Uttarakhand | Bachelor of Science

PCM, 2022

Certifications

- Pursuing Data Science from PW skills.
- DCA

Languages

English: First Language

Hindi:

C2

Proficient

Hobbies

- Listening to music & Playing cricket