Alka Sah

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Professional Summary

Front-end web developer with a background in customer service as a banker. Trained at University Of Washington coding boot camp and earned a certificate in full-stack web development. Innovative problem-solver passionate about developing apps; focused on mobile-first design and development. Strengths in creativity, teamwork, and building projects from ideation to execution.

Technical Skills

Front End : HTML5,CSS,JQUERY,Javascript,Bootstrap
BackEnd : MYSql,Express,Node

Work Experience:

Relationship Banker
Bank of America , Seattle   March 2020 - Present

- Engage customers in the lobby to assist;educate and train customers on how to conduct simple transactions through self services technology.
- Connecting customers to appropriate team mates to help them achieve their financial goals.
- Work with retail customers to build and deepen relationships by uncovering financial needs and recommending the best products,services and solutions to meet those needs.
- Creating a positive team environment in the banking center by modelling appropriate behaviours.
- Maintaining a highest level of customer service standards while consistently delighting our customers and exceeding expectations.
- Manage near about 20 customers calls per day

Officer
Bank of Baroda , India   June 2013 - 2019

- Managed and responded to all correspondence and inquiries from customers
- Built rapport with account holders by reaching out with product recommendations and account updates
- Verified inventory counts remained within monthly tolerance levels
- Boosted branch sales by developing and deepening customer loyalty through incentive programs.
- Processed bills, checks and vendor payments, maintaining detailed records and receipts
- Verified postings to ledgers to ensure proper entry and account balances
- Kept records audit-ready and monitored timely recording of accounting transactions.

Education

Full Stack Web Developer Certificate : University of Washington
Anticipated graduation on Aug 03 2022
An 24 week intensive program focused on gaining skills in Web Developer.

Master in Computer from Sanghvi Institute of Management And Science
Pigdambar ,Rau , behind IIM, Indore, Madhya Pradesh 453332 , India

Bachelors in Information Technology from Harmilap Institute of College And Science
Shahdol Madhya Pradesh 484001, India