**KARTIK GOEL**

B-71 A Pocket-B Phase-2 Ashok Vihar Delhi 110052

**Phone**: +91–9999298879

**Email**: Kartikgoel.18@gmail.com

**OBJECTIVE:**Enthusiastic learner who always believe in constantly improving knowledge and regular self development along with growing my interpersonal and professional behaviour to a new level.

**WORK EXPERIENCE**

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| **Company** | AXIS BANK LTD |
| **Designation** | Customer Service Officer(MINISTRY OF DEFENCE BRANCH) |
| **Duration** | January 2018-Present |
| **Key Performance Areas** | * Ensure all financial transactions processing is in a timely manner and as per the requirements of the customers and corporate. * Identifying and networking with prospective clients, generating business from the existing accounts and achieving profitability and increased sales growth. * Track and follow up on customer commitments and meet team targets and achieve customer defined parameters. * Conceptualize and implement competent strategies to penetrate new acquisitions and deepen existing ones and migrating customers on Direct banking facilities available online. * Ensure adherence to client policies and procedures pertaining to process. * Ensuring that turnaround time met is 100% and confidentiality of financial records. * Ability to recognize unusual transactions, trends or variations and communicate findings to supervisor or manager. * Identify and implement areas for process improvement. * Coordinates and contributes to accounting processes and initiates and facilitates the sharing of process knowledge. |
| **Company** | YES BANK LTD |
| **Designation** | Branch Service Partner(RAJOURI GARDEN BRANCH) |
| **Duration** | March 2016-January 2018 |
| **Key Performance Areas** | CASH   * Worked as main cashier and maintenance of Cash Retention Limit at Branch. * Assessing daily requirement of Cash and making indent for the same.   CUSTOMER SERVICE DESK   * Opening of savings and current accounts. * Resolving Customers issues related to deliverables,cheques,FD. * Query related to account modifications Name addition/deletion,address change,statement of accounts,maintenance of MAB * Making co-ordination with employees for smooth functioning and error free transactions. |

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| **Company** | HDFC BANK LTD(SADAR BAZAR BRANCH) |
| **Designation** | Personal Banker Welcome Desk |
| **Duration** | Since Jan 2015 to March 2016 |
| **Profile** |  Managing retail branch banking operations like account opening, fixed deposits and customer instructions   Managing cheque returns,outward clearing,insta kits and instant debit cards.   Filing of morning and end day reports and handing customer complaints. |

**EDUCATIONAL QUALIFICATIONS**

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| **S. No** | **Degree** | **University / board** | **Year** |
| 1 | Graduation (B.Com H) | Guru Gobind Singh College Of Commerce,Delhi University with 63% | 2013 |
| 2 | 10+2 (Commerce) | Kulachi Hansraj Model School,Delhi with 87% | 2010 |
| 3 | 10th | Kulachi Hansraj Model School,Delhi with 83% | 2008 |

**IT CREDENTIALS**

Microsoft office-Word, PowerPoint and Excel

Familiar with Flexcube, Finnacle and internet related tasks

**ADDITIONAL INFORMATION**

**Date of Birth**: 27 Dec, 1992

**Marital Status:** Unmarried

**Language Proficiency**: English, Hindi.

**Date:**

**Place: (Kartik Goel)**