

REGINA SHRESTHA

Bank Teller | Customer Service Representative | Office Administrator

Contact No: 647-409-2741

Address: Scarborough, Canada (M1J 1S2)

Email: regishrestha03@gmail.com

Availability: Full Time

PERSONAL STATEMENT:

As an experienced bank teller, customer service representative and office administrator with a strong commitment to exceptional customer service, accuracy, and attention to detail, I consistently exceed performance goals and maintain a strong work ethic.

I am seeking a position as a Customer Service Representative or Office Administration where I can utilize my skills to provide top-notch service to customers.

As an adaptable professional, I embrace new opportunities and am open to relocating for the right career opportunity.

EXPERIENCE:

Bank Teller | Customer Service Representative | Office Administration

(November 2019 - October 2022)

NMB Bank Pvt.Ltd, Pokhara, Nepal

- Assisted customers with various banking transactions, including deposits, withdrawals, and account inquiries.
- Provided exceptional customer service by warmly greeting customers, addressing their questions and concerns, and offering assistance.
- Maintained accurate records of transactions and balanced cash drawer at the beginning and end of each shift.
- Adhered to all regulations and compliance policies to ensure the safety and security of customer information and assets.
- Proficiently handle visitor and caller inquiries, manage correspondence, and support administrative tasks for smooth office operations.

SKILLS:

- Dedicated, organized, and quick learner with a proven ability to adapt to changing environments.
- Excellent verbal, written, and interpersonal communication skills, fostering strong customer relationships.
- Demonstrated accuracy and attention to detail in performing tasks efficiently and effectively.
- Proficient in using computers for data entry and report writing.
- Proficient in Microsoft Word and Excel.

EDUCATION:

Bachelor of Business Administration (September 2015 - September 2019)

Pokhara University, Pokhara, Nepal

Major: Finance and Marketing.