



SHWETA VERMA

**DEPUTY MANAGER
(NODAL DESK- BANKING)**

PROFILE

A Banking Professional, with proven skills and diverse experience of over 5 years in Banking Industry by providing excellent customer service, managing accounts, and conducting Financial transactions. Adept at maintaining compliance with banking regulations and policies, implementing effective cross-selling, strategies, and streamlining processes to enhance operations efficiently. Strong analytical and interpersonal skills, with proven ability to build and maintain relationships with clients, colleagues and stakeholders.

CONTACT

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LANGUAGE KNOWN

English, Hindi, Marathi, Gujarati, Awadhi.

PROFESSIONAL EDUCATION

M.Com- Finance and Accounting (2020-22)

Mumbai University, Mumbai.

B.Com- Finance and Accounting (2014-17)

Anand Vishwa Gurukul - Thane, Mumbai

PG-Diploma - Banking (October 2017)

NIIT - Ghatkopar

SCHOOLING

Intermediate - 12th (2014)

G.S.S English High School, Thane, Mumbai

GPA: 73.23

High School - 10th (2012)

G.S.S English High School, Thane, Mumbai

GPA: 63.82

WORK EXPERIENCE

Kotak Mahindra Bank Pvt Ltd Thane, Mumbai.

(January 2018 - April 2023)



Nodal Officer (September 2021 - April 2023)

Deputy Manager (April 2020 - August 2021)

Assistant Manager (January 2018 - April 2020)

SKILLS

1. Exceptional client service record and extraordinary depth of credit knowledge.
2. Ability to Maintain complex financial management concepts to a wide variety of professional and non-professional audiences.
3. Superior client experience skills with advanced interpersonal & diplomacy skills.
4. Demonstrated strong interpersonal skills (verbal, written and presentation)
5. Excellent communication skills with an ability to liaise effectively with all levels of management across various divisions and departments within the group
6. Strong 'team' skills promoting an environment of co-operation and trust, overcoming resistance where encountered
7. Excellent PC skills, including Outlook, Word, Excel and Powerpoint
8. Achievement oriented with strong internal networking skills

EXPERIENCE DETAIL



(KOTAK MAHINDRA BANK PVT LTD, Thane)

PROFILE: Nodal Officer (September 2021 to April 2023)

- Manage day-to-day planning, operation and problem-solving of a team to resolve all customer escalations with service level components, standards and Quality.
- Ensure Wing-to-Wing Resolution of escalations received with utmost accuracy and delivering best in class service by self & the team.
- Ensure allocation of cases according to skillset, ensure resolution completion within timelines and within quality standards.
- Monitor team performance, recruit, coach team members, ensure efficient second line back up and control team attrition.
- Manage Response TAT & Resolution TAT, arrange meetings with stakeholder for PRE TAT cases to ensure NIL TAT Burst.
- To be sensitive towards complaints and the stricter timelines, should co-ordinate with cross functions to get necessary resolution, requires follow-ups and influencing decisions.
- Function comfortably in a fast-paced performance-based customer services environment where cases are monitored, recorded and assessed for quality of performance.
- Lead team meetings and other pulse sessions with team members.
- To Comply with Board approved Grievance Redressal Policy in the Bank.
- Update Management on the progress of Customer Complaints and Customer Service in general.
- Ensure timely and effective compliance of RBI instructions on customer complaint handling in tune with the spirit and intent of such instructions.
- Work on feedback of Internal Ombudsman towards improving complaint handling and customer service in the Bank.
- Function comfortably in a fast-paced performance-based customer services environment where cases are monitored, recorded and assessed for quality of performance

PROFILE: Deputy Manager (April 2020 to August 2021)

- Resolved issues through active listening and open-ended questioning, escalating major problems to manager.
- Delegated tasks to administrative support staff to organize and improve office efficiency.
- Supervised 8 administrative team members and provided constructive feedback, resulting in higher morale and increased employee retention.
- Kept high average of performance evaluations.
- Maintained positive customer relations by addressing problems head-on and implementing successful corrective actions.
- Evaluated employee performance and conveyed constructive feedback to improve skills.
- Stayed up to date on changing product and service options to provide top-notch support to customers.
- Set, enforced and optimized internal policies to maintain efficiency and responsiveness to demands.

PROFILE: Assistant Manager (January 2018 to April 2020)

- Responsible for servicing customers on various products and services offered by
- Kotak Mahindra Bank.
- Maintaining good service levels and cross-sell bank products.
- Adhering to timelines and maintaining discipline on the floor.
- Offered hands-on assistance to customers, assessing needs and maintaining current knowledge of consumer preferences.
- Planned team-building exercises to increase employee performance and job satisfaction.
- Maintained friendly and professional customer interactions.
- Supervised and motivated 15 staff employees.

ACTIVITIES

- Participated in numerous workshops, events in college.
- Active participation during the college fest.

STRENGTHS

- Ability to manage several assignments simultaneously, meet deadlines.
- Adaptability and Flexibility.
- Focused, Confident and Hardworking.
- Good Communication Skills.

HOBBIES

- Watching Movies
- Cooking
- Playing computer games.
- Photography and Listening to music.

PERSONAL DOSSIER

Husband`s Name: Mr. Amit Verma
Date of Birth: 03rd January, 1997
Nationality: Indian
Languages: English, Hindi, Marathi, Gujarati
Marital Status: Married

(SHWETA VERMA)