

# RESUME

Pooja Sharma

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## OBJECTIVE

To secure a challenging position in order to implement my intellectual knowledge and incorporated it in high tech environment and to contribute achieving the company's goal and enhance my knowledge.

Year	Degree/Qualification	University/Board/School, City
2016-18	M.COM	Vikram University, Ujjain
2013-15	B.COM	Vikram University, Ujjain
2012-13	XII	M.P. Board
2011-12	X	M.P. Board

## **Work Experience (Sep 2020- Sep 2021)**

### **Company: HDFC Bank**

#### **Designation: Assistant Manager**

- Handled cash R/P(s), Ensuring & effectively carrying transactions within the prescribed TAT without errors.
- Generating reports of daily transactions in branch.
- Enhancing business through sales of banking product like new account Registration, FD's, Insurance and small term loans.
- Issuance of DD/MC (Within Prescribed TAT).
- Ensuring outward clearing process with duly adherence.
- Identification of high transacting customers & guiding them to reduce their overall transactions through acquiring of banking product.
- Providing better service to customer to enhance customer satisfaction in bank.
- ATM Custodian.

<p><b>Work Experience (July 2019-Aug 2020)</b></p>	<p><b><u>Company: IIFL</u></b></p> <p><b>Designation: Customer Care Executive</b></p> <ul style="list-style-type: none"> <li>• Attending Customer Walk-Ins and addressing customer grievances w.r.t. Gold Loan process &amp; various schemes available at IIFL.</li> <li>• Verify customer's KYC &amp; complete online registration.</li> <li>• Provide after sales service to existing customers and obtain references from them to increase customer base</li> <li>• Ensure to bring in New CUIDs (New Customers) and maintain good relationship with existing customers for generating renewal &amp; referral business</li> <li>• Ensuring to call customers as per CRM leads (Winback, Customer Referral &amp; Leaders app fresh leads) and update in system</li> <li>• Drive cross-selling of other financial products to existing customers.</li> </ul>
<p><b>Work Experience (April 2018-june 2019)</b></p>	<p><b><u>Company: Mahendra Yadav &amp; CO.</u></b></p> <p><b>Designation: TAX Assistant</b></p> <p><b>Contribution and Responsibility:</b></p> <ul style="list-style-type: none"> <li>• Filing of returns as per the provisions of respective INCOME Tax Act</li> <li>• Filing of PF, ESIC, EXCEL sheet Work.</li> <li>• Maintaining healthy business relationship with customer.</li> <li>• Understanding customer requirement and provide them best solution related to PF, ESIC.</li> <li>• Fulfilling all necessary formalities.</li> </ul>

## **REWARDS & RECOGNITION: -**

Received many positive feedbacks from Customer and also received Two Times HDFC 'Star Service Excellence Award'.

## **COMPUTER PROFICIENCY: -**

- Software : MS Office (MS Excel, Word) with Basic knowledge of computer
- Typing Speed : More than 40 w.p.m

## **KEY ATTRIBUTES AND SKILLS:-**

- Hunger for Learning.
- Open to Feedback.
- Commitment Oriented
- Always ready to go an extra mile
- Good learning power with active mind set

## **Personal Details:**

Date of Birth : 22-12-1994  
Nationality : Indian  
Marital Status : Married  
Languages known : English, Hindi  
Permanent Address : P 38, Street 2 Shankar Nagar EXTN Krishna Nagar Delhi 110051

## **Declaration: -**

I hereby declare that the above-mentioned information is correct to best of my knowledge and I bear the responsibility for the correctness of the above-mentioned particulars.

**POOJA SHARMA**  
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