

ARUSHI GAUTAM

7A OCS Apartments Mayur Vihar Phase 1 Extension Delhi - 110091

Email : arushisharma0942@gmail.com

Mobile No.: 09312207152

SUMMARY

Dedicated Professional Leader with 6 years of experience in managing Banking process with dedication, strong interpersonal skills, communication and problem solving skills as well as the ability to learn new processes, softwares and guiding the team of professionals to meet our achieve the organisational objectives and delivering accurate, efficient and financial support.

ACADEMIC DETAILS

| Examination | University | Institute | Year | CPI/% |
|----------------------------|------------------------|--|------|------------|
| X | CBSE | Mother Teresa Public School | 2011 | 8.40/10.00 |
| XII | CBSE | Mother Teresa Public School | 2013 | 87.75% |
| Bcom (Hons.) (Commerce) | University of Delhi | Shayam Lal College | 2016 | 75.00% |
| Diploma 1 Yr. (Other) | Amity University | Amity University | 2020 | 61.00% |
| MBA (Finance) | NMIMS | Post Graduate Diploma in Banking and Financial Management | 2022 | |

PROFESSIONAL DETAILS

- **Senior Analyst** (Sep'17 - present)
Natwest Group
 - Working with Account Closure team by processing, investigating all the banking transactions and authorizing the bankline payments to define Key Performance Indicators (KPIs) and Service Level Agreement (SLA).
 - Responsible for completing operative work as per agreed specifications and quality norms for high volume processes.
 - Providing coaching and support to team members to increase their efficiency and knowledge.
 - Capture and Collate MI as required according to recognized processes and practices.
 - Working with Financial Crime team as Data Gatherer to monitor whether there is any Suspicious Activity on the account of the customer.
 - Documenting business processes and analyzed Standard Operating Procedures to ensure they met changing business needs.

ACHIEVEMENTS

- Member of Commerce Association in college and participated in various Business Workshops.
- Got Spot Ovations, Bronze and Silver Ovations for consistent and extraordinary performance.
- Got Living Our Values Award (LOV) for handing the focussed Claims Management Company cases.
- Given Yes Checks and Simplifying the Bank ideas to ease the process.
- Consistently received praise and recognition for being the top performer in the team.

SKILLS

- **Tools** - MS Word, MS Excel, Tableau
- **Databases** - Mysql
- **Programming Languages** - R

SOCIAL PROFILES

- **LinkedIn** - <https://www.linkedin.com/in/arushi-sharma-543021179>