

Shefali Maheshwari

To secure a fulfilling career, wherein I can effectively leverage my education and qualifications, while also acquiring valuable professional experience to make substantial contributions within a forward-thinking and dynamic organization.

 8527275633

 shefalimaheshwari3@gmail.com

 Uttam Nagar, New Delhi

EMPLOYMENT HISTORY

SO (Sales/Service Officer)

HDFC BANK LTD

Jan 2023 - Sep 2023 | New Delhi

- Offering personalized services to privileged customers and corporate sectors.
- Cultivating professional client relationships and selling them banking products.
- Assisting in bank administration and executing real-time transactions.
- Assessing and evaluating financial circumstances, and promoting the bank's services.
- Authorizing and reviewing overdrafts and loans.

Phone Banking Executive

HDB Financial Services for HDFC Bank

Jan 2021 - Jan 2023 | New Delhi

- Interact with customers over the phone to assist in resolving their queries and provide superior customer service.
- Manage the bank's CRM (Customer Relationship Management) system.
- Present the bank's products to customers.
- Cultivate a positive reputation for the bank.

INTERNSHIPS

Customer Relationship Executive

SHARE KHAN LTD

Jun 2019 - Jul 2019 | New Delhi

- Sales and purchase of shares.
- Traded in Equity, Currency & Derivatives.
- Coordinated with the Business Development Executive for leads, and new appointments, and conducted pitches.

EXTRA CURRICULAR ACTIVITIES

- Successfully completed Self-Defence Training for Women and Children's Safety, organized by Delhi Police.
- Participated in a workshop titled 'Facing Interviews Fearlessly' in October 2018.
- Volunteered in camps organized by the Social & Heritage Club at RDIAS.
- Took part in an industry visit to S. Chand in September 2019.

SKILLS

- Strong Communication
- Client Relationship Management
- Customer Handling
- Marketing
- Sales
- Teamwork

EDUCATION

MBA

Rukmini Devi Institute of Advanced Studies (RDIAS), New Delhi
Dec 2020

M.Com

Indira Gandhi National Open University (IGNOU), New Delhi
Jun 2019

B.Com

Sri Guru Gobind Singh College of Commerce (DU), New Delhi
Aug 2016

Higher Senior Secondary

D.A.V Public School (CBSE), New Delhi
Mar 2013

Secondary School

D.A.V Public School (CBSE)
Mar 2011

HOBBIES

Reading Books, Listening to Music and Shopping

COURSES

- Tally
- Spanish Language
University Of Delhi