

Mansi Gupta

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Executive Summary

To pursue a rewarding career with a progressive organization that provides an ecosystem for contributing to its growth journey by providing skill enhancement and utilization of opportunities.

Skill Set & Expertise



Timeline

- Mar 23 – Jun 23**
HDFC Bank as Virtual Care Officer
- Jan 17 – Dec 19**
Self Employed
- July 15 – Dec 16**
NGO, Louise Braille Welfare Society
Needy, Delhi
- Dec 14 – May 15**
SS Kothari Mehta and Co. as Junior
Executive

Education

IMT (CDL), Ghaziabad
PGDM Finance
July'23 – Jun'25

Ramjas College,
University of Delhi, New Delhi
M. Com – Percentage 63.93
Jun'12 – Jun'14

Shri Ram College of Commerce,
University of Delhi, New Delhi
B. Com – Percentage 70.47
July'08 – Jun'11

HDFC Bank

Virtual Care Assistant

- Answering customer calls within SLA
- Responding to customers with the resolution within the defined TATs
- Customer issues/complaints data capture & analysis
- Ensuring customer delight
- Video preparation on 'Introduction of HDFC bank and Block Codes', used in all HDFC Bank branches across India

Delhi

Mar'23 – Jun'23

Self Employed and Competitive exam preparation

- Prepared for CGL and banking exams and cleared many prelims
- Tutored school children from class 1 to class V in mathematics

Jan'17-Dec'19

NGO- Louise Braille Welfare Society

Volunteer

- Managed multiple fundraising programs and events to support NGO's goals
- Motivated and encouraged blind children to become independent

Delhi

July'15-Dec'16

SS Kothari Mehta & Co.

Audit Associate

- Preparation of lead sheets in excels for maintenance of FAR
- Compilation of FAR and estimation of expenditure and cost
- Financial Statement Analysis and Substantive Audit Procedures
- Frequent client interaction to identify problems and gathering solutions

Delhi

Dec'14 – May'15

Certifications

- Professional Diploma in Banking and Finance (PDBF) from NTL Academy, Delhi (2021-22)
- NISM (National Institute of Securities Market) Series V-A- Mutual Fund Distributors (June 2022)
- NISM (National Institute of Securities Market) Series VII – Securities Operations and Risk Management (May 2022)

Achievements

- Received CBSE Scholarship for excellent academic performance at graduation level (2008-2011)
- Awarded with Amul Vidya Bhushan for outstanding academic performance in Class XII (2008)
- Awarded for scoring the highest marks in Economics in Class XII in MAMS (2008)
- Was the school topper in Class XI and XII (2007-08)

Positions of Responsibility

Member,

Pragati:
Sustainable
Development

- Conceptualised, Planned, and executed social events at SRCC
- Created awareness among students to conserve and protect environment

Member,

Editorial Board

- Coordinated and managed critical editorial decisions for school magazine
- Facilitated end to end management of editorial boards events

Skills, Extra Curricular Activities

Technical

- Knowledge of MS Excel: Proficient with graphs, charts, V lookup, H lookup, Pivot Tables
- Query Management, Customer Interaction, Active listening

Social

- NGO Help The Needy: Worked for the betterment of children, widows and elderly

Participation

- International Assessment organized by The University of South Wales
- Creative Writing Contest organized by Centre for Science and Environment