

Pooja Tiwari

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Address: Sector 26, Noida, U.P. – 201301

Summary:

- Experience in E-Net, Customer Support in banking domain.
- Exploring to enhance the IT skills in IT domain which will allow me to grow professionally, while effectively utilizing my versatile skill-set to help promote your corporate mission and exceed team goals.

Skills Technical:

- **Operating System:** Windows 10
- **Web Technology:** HTML
- **Software:** SAS (v 9.4), Advanced Excel, MS Office 2019 (Word, Excel, PowerPoint, Access, Outlook), Oracle FLEXCUBE, Data Visualization (Power BI)

Professional Experience:

HDB Financial Services LTD. (HDFC Bank), NOIDA, U.P.

Jan 2022 – Present

E-NET

E-net Operation:

- Responsible for documentation process through controlling the dispatch of the discrepant document and updating of discrepancy to client/ RM through mails.
- Ensure certification of documentation required for opening and maintaining customer accounts
- Error free documentation for all account opening and all customer instructions (Stop payments, NEFT, RTGS, and Fund Transfer etc.)
- Ensure that 5-S norms (Operational Excellence, Customer Focus, Product Leadership, People and Sustainability) are adhered to for individual's workstation.

E-net Service:

- Strictly maintaining Service level adherence and complaint management in the team with good and timely coordination.
- Handled the query regarding the installation of E-net setups.
- Handled payment-related queries.
- Coordinate with the client regarding setup documents.

Educational Qualification:

M.Sc. in Information Technology

2015

Makhanlal Chaturvedi National University of Journalism and Communication, Bhopal, M.P.

B.C.A

2013

Makhanlal Chaturvedi National University of Journalism and Communication, Bhopal, M.P.

Special Achievements:

- Secured 1st position in 1st semester of graduation in 2011.
- Secured 1st position in post-graduation in 2015.
- Took active participation in Workshops, Seminars, and other College Events