

goel.muskan1106@gmail.com

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Delhi , India 110052

Skills

- Good Knowledge of Computer Peripherals
- Troubleshooting the common Hardware issues
- Good Troubleshooting skills for various windows issues
- Good knowledge of MS office 2007/2010/2013(Word, Excel, PowerPoint and Outlook)
- Decision-Making
- Relationship Building
- Problem-Solving
- Verbal and Written Communication
- Project Planning and Coordination
- Reporting and Documentation
- Power Tool Operation
- Content Creation and Editing

Education And Training

06/2021

Bachelor Of Arts:

Delhi University

Status: Completed

12/2019

Intermediate English Learning:

British Council League

Status: Completed

06/2018

Class 12th:

CBSE Board

Status: Completed

06/2016

Class 10th:

CBSE Board

Status: Completed

MBA:

Banking And Finance

NMIMS

Muskan Goel

Summary

To be a part of the challenging team which strives for the better growth of the organization and which explores my potential and provides me with the opportunity to enhance my talent with an intention to be an asset to the company.

Experience

IDP Education - Lead Verification Team

07/2022 - Current

- Qualify candidates who wish to study in abroad basis on a few requirements that need to be taken care on initial stage for a student to assign them to the respective country specific counsellor and then to connect them to the dedicated IDP branches across India.
- Created reports and presentations to showcase business development activities, successes, and opportunities.
- Analyzed customer feedback to inform improvements in product offerings or services provided.
- Established processes for tracking progress against goals set by management.
- Resolved customer issues promptly while maintaining a positive relationship with stakeholders.
- Delegated daily tasks to team members to optimize group productivity.
- Completed daily quality assurance duties to provide feedback for improvements.
- Maintained positive working relationship with fellow staff and management.
- Identified needs of customers promptly and efficiently.
- Promoted to leadership position in recognition of strong work ethic and provided exceptional customer service.
- Conferred with other supervisors to coordinate operations and activities within or between departments.
- Mentored newly hired employees on machine operations and implemented training on safety procedures to prevent injuries.

HDB Financial Services - Relationship Banker

11/2021 - 06/2022

- Network to increase client base and encourage existing clients to expand financial portfolio; Established rapport with new client to increase satisfaction and loyalty; Assisted customers to setting up or closing accounts, completing loan application and signing up for new services; Expanded client base portfolio by promoting new financial products; Handling inbound and outbound calls and queries related to any financial services, keeps a follow up.
- Provided customers with financial advice and assistance in setting up accounts, loans, and investments.
- Built long-term relationships with customers by providing personalized service and support.

Status: Pursuing

Certifications

- IDP Customer Support Excellence Program

- Prepared loan documents for review and approval by bank management.
- Analyzed financial data to determine the creditworthiness of potential borrowers.
- Maintained records of all customer interactions in a secure database system.

My Money Mantra - Relationship Manager, Business Loan Group

12/2019 - 08/2021

- Establish and manage relationship with individuals; Proposed solutions and leveraged cross-selling opportunities to existing and new clients; Handling inbound and outbound calls and queries regarding home loans and loan against property, keeps a follow up.
- Developed and maintained strong relationships with clients to ensure satisfaction and loyalty.
- Identified customer needs, developed customized solutions, and provided knowledgeable advice.
- Managed daily operations including scheduling appointments, coordinating meetings and preparing agendas.
- Established strong client relationships to drive business development.
- Addressed inquiries from clients and department team members.

Accomplishments

- Recognized as Employee of the month for outstanding performance and team contributions.
- Created highly effective new program that significantly impacted efficiency and improved operations.
- Consistently maintained high customer satisfaction ratings.
- Led team to achieve targets in the absence of seniors, earning recognition from upper management and financial reward.