

Neha Mishra

Dedicated and hardworking individual. I am constantly looking for opportunities to gain experience and utilize my skills, in order to increase productivity of organization and individual growth.

Email- nm7865432@gmail.com Contact-9717984298, Location- Faridabad, India

EDUCATION

B.com

CCSU 04/2018 – 08/2021

Class 12th

COBSE Board Open Learning

04/2017 – 04/2018

COMPUTER SKILLS:

- Ms. Word: Use short keys, prepare work in Microsoft word.
- Ms. Excel: Using excel function, Vlookup, Hlookup, Chart, Filter data, Pivot table.
- Ms. Power Point: Creating presentation, ppts, templates, cover page etc.
- 1 Years Advance Diploma in Computer Application & Financial Accountant in Tally ERP9.
- CRM Next.
- Data entry skills.
- Digital/Online Communications and Servicing.

WORK EXPERIENCE

Asset Coordinator

HDFC Bank

04/2021 – 04/2023 Faridabad-

Hard Working

Asset Coordinator

HDFC Bank

- Scheduling and Payroll for employees maintains, completes & send reports to Managers monthly and weekly. Works with excel, outlook, word delegates.
- Performed Quarterly yard asset audits.
- Ensured files are up-to-date in the internal file system and Installation, De-Installation & Replacement of machines for POS & Digital Both.
- Team and Merchant TAT complaints Management.
- Daily submit report about all work which is pending or done in a day to our Service Manager.
- Attendance Management.
- CRM and Crown record Management.

SKILLS ACQUIRED and Ability:

Confidence • Time Management • Active listening • Rapport building • Problem solving skill. • Creative. Approach to words problem • Productive meeting management. • Entrepreneurial spirit • Collaboration & Teamwork.

- Self-Motivated
- Punctual and Hardworking
- Always willing to learn more as well as to do some exciting work.

HDFC Bank Ltd - Helpdesk Executive

Moti Nagar- Delhi

- Providing Solution and MPR report to wholesale customer first.
- Respond to customer first contact resolution mails received at designated liability ID as per agreed business TAT.
- Maintain sprinkler and outlook mail and response on each and every mail.
- Log the call for De-installation and share call to concern location for call closing in TAT.
- Responsible to provide complete and accurate resolution to customers, to achieve the overall objective of Customer satisfaction.
- Create necessary guidelines, policy, and define work procedure for the bank and team.

2 years Receptionist

Private Institute Wings Academy

Faridabad- Haryana

- Manage all work as an accountant also managing all activities which performing in institute.
- Doing work digitally or physically both.
- Manage mails on outlook.

1 year Promoting Manager

IFFT Multi Ethnic Fashion Pvt Ltd.

Noida- UP, Najafgarh- Delhi

- Manage all team members and direct all of them about daily work.
- Also doing all sales and operations work being a manager which is under in my guidance.