



Neetu Rawat

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 Delhi

PROFESSIONAL SUMMARY

Insightful Operations Manager with 5+ years of experience in Banking Sector. My objective is to secure a challenging position that capitalizes on my strong communication skills to foster collaboration between departments for smooth operational flow, team building, and resource management. I have a long history of leading multiple transitional efforts, leveraging my expertise in Change management methodologies to ensure smooth transitions from ideation and conceptualization to adoption and integration. Currently working in NatWest Group as Customer Operations and Delivery Manager for Retail Banking services.

CORE QUALIFICATIONS

- Bank Operations Management
- Regulatory Compliance
- Training and development
- Customer Service & Complaint Handling
- Process Transition
- Performance Enhancement
- Hiring & Recruiting

ACCOMPLISHMENTS

- Certified Quality Skill Assessment (Level-2)
- Certified Business Correspondent and Business Facilitator
- Aglie Level 1 Certification
- Accomplishment
- Gold Ovation for successful movement of Complaint Handling

EXPERIENCE

11/2021 - Current

Team Manager

NatWest Group

- Monitored team performance, ensuring compliance with guidelines and regulations.
- Coached and mentored junior team members, regularly assessing knowledge and skills gaps and implementing corrective action.
- Monitored operational risks and implemented appropriate controls to mitigate potential issues
- Developed and implemented operational strategies to improve efficiency, reduce costs, and enhance customer experience
- Collaborated with cross-functional teams, including risk management, compliance, and finance, to ensure seamless operations
- Led recruitment, hiring and onboarding activities, training new joiners in operational processes and conducting probationary performance reviews.

06/2020 - 11/2021

Team Lead/Assistant Manager

NatWest Group

- Assisted the Bank Operations Manager in overseeing daily operations and managing staff members
- Assisted in implementing process improvements to enhance operational efficiency
- Collaborated with different departments to facilitate interdepartmental coordination
- Developed training log to ensure all staff receiving timely training, and coached team to set up professional relationships
- Maintained positive, professional working environment to optimize staff and customer satisfaction
- Established monthly goals, communicating priorities to staff and closely tracking progress to achieve success.
- Maintained positive, professional working environment to optimise staff and customer satisfaction.
- Helped senior management plan and carry out daily operations and meet key objectives.

02/2019 - 06/2020

Team Developer/ Subject Matter Expert

NatWest Group

- Responsible for processing customer's personal and financial information
- Taking customer escalations as a part of second level associate

- Silver Ovation for Successful completion of projects One and Done
- Fulfillment checks
- Bronze Ovation for process change idea, leading to enhance customer experience

REFERENCES

References Available upon request.

CERTIFICATIONS

- Certified Quality Skill Assessment
- Certified Business Correspondent & Business Faciliator
- Agile Level 1 Certified

- Part of regular focus groups to contribute in process improvement initiatives/Customer Experience
- Carried out data analysis and assessment and presented results to management.
- Trained, coached and mentored consultants to increase team productivity.

01/2018 - 02/2019

Team Member

NatWest Group

- Maintained excellent team relationships by helping colleagues during complicated or difficult queries.
- Identified and influenced continuous business adjustments to improve customers experience.
- Maintained excellent customer satisfaction by delivering high-quality customer service and dealing with all matters appropriately.
- Closely monitored and oversaw customer service processes, detecting improvements required to enhance customer satisfaction.

EDUCATION

2020

IGNOU

Master: Commerce, Finance

- Graduated with 61%
- Specialised in Finance

2017

Delhi University

Bachelors: Commerce, Finance

- Graduated with 72%
- Specialised in Finance