

KHUSHBU KUMARI

VIRTUAL RELATIONSHIP MANAGER

CONTACT

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 Bengaluru

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SKILLS

COMMUNICATION

KYC VERIFICATION

**STRATEGY & PROBLEM
SOLVING
CUSTOMER SERVICE MANAGER**

**RISK ANALYSIS &
MANAGEMENT**

EDUCATION

B. Com

Jamshedpur Women's College

May 2009 - May 2012

Intermediate

Jamshedpur Women's College

2007 - 2009

Matriculation

D.B.M.S. Girls School

2007

PROFILE

Encouraging manager and analytical problem-solver with talents for team building, leading and motivating, as well as excellent customer relations aptitude and relationship-building skills. Proficient in using independent decision-making skills and sound judgment to positively impact company success.

EXPERIENCE

KYC Relationship Manager

HDFC Bank | Bengaluru | Dec, 2021 - Present

- Worked on onboarding new clients for **INDIA JURISDICTION**.
- Help the seniors reviewing the client onboarding process.
- Executing the business requirements by working in close coordination with seniors and managers.
- Handled the responsibility of facilitating the induction of new hires into the team and provided the required guidance.
- Helped the seniors in managing the engagement from start to end, which includes gathering and analyzing of information allocating the work and guiding new team members.
- Onboarded new customers by completing their KYC virtually and perform due diligence checks and reviewing KYC documents.

Unit Manager

ICICI Pru Life Insurance Co.] Jamshedpur | May,2021 - Dec, 2021

- Worked with great effort with great team, acknowledge team member potentials and team building and handling as well as grow with our sales target.
- Handled customer relations issues, enabling quick resolution, and client satisfaction
- Managed accounts to retain existing relationships and grow share of business.

LANGUAGE

ENGLISH

HINDI

INTERESTS

TRAVELING

MOVIES

EXPLORING

EXPERIENCE

BUISNESS DEVELOPMENT EXECUTIVE

Quess Corp. Ltd | Jamshedpur | Apr, 2019 - Dec 2020

- Identified business development challenges and customer concerns for proactive resolution.
- Collaborated with sales and marketing departments to support client acquisition

BUISNESS DEVELOPMENT EXECUTIVE

Axis Bank Ltd. | Jamshedpur | Nov, 2018 - Mar, 2019

- Collaborated with sales and marketing departments to support client acquisition.
- Identified business development challenges and customer concerns for proactive resolution