## MANISHA KASHYAP



ashish9566@gmail.com

9205873452

• I - 121 Krishi Kunj Type 1 Inderp uri Near TPDDL Office

# **SKILLS**

- 1. Ms Office (Ms word, Ms Excel)
- 2. Written and Verbal

Communication 3. Time

Management skills 4. Goal -

oriented Focus 5. Customer

service 6. Problem Solving 7.

Ability to work with Team 8.

Leadership 9. Punctuality 10.

Patience 11. Empathy



Travelling and Listening Music



English and Hindi both

### **OBJECTIVE**

I seek challenging opportunities where I can fully use my skills for the success of the organization.

### **EXPERIENCE**

Senior Telecaller office (collection executive)

HDB FINANCIAL SERVICES 3 July 2021 - 20 Feb 2023

- 1. Handling Personal loan portfolio
- 2. Reviewing the company debtor list
- 3. Contacting customers and informing them of their overdues bills
- 4. Advising customers on their payment options and suggesting method of payment
- 5. Negotiating suitable payment plans
- 6. Maintaining customer payment records
- 7. Preparing customer financial statements for banks and the state credit department
- 8. Responding to customer queries

#### Relationship Manager

1 Mar 2023 - 30 June 2023

**ICICI Bank** 

- 1. Cash Handling experience
- 2. Excellent communication
- 3. Customer Service and time management skills
- 4. Ability to pass a background check
- 5. Strong dedication to accuracy and efficiency
- 6. Processing transactions
- 7. Processing Deposits and Withdrawals

### **EDUCATION**

**10th** 2014

S.K.R PUBLIC SCHOOL

55%

**12th** 2016

S.K.R PUBLIC SCHOOL

70%

#### B.com

University of Delhi (DU) 60%

### **Diploma in Mass communication**

R.K Films and media academy
Grade - A

### ADDITIONAL INFORMATION

DOB - 09/04/1998 FATHER'S NAME - Mr. Devender Singh MOTHER'S NAME - Mrs. Sunita Kashyap NATIONALITY - Indian MARITAL STATUS - Single

### **L** CERTIFICATION

**DRA** Certified

## **DECLARATION**

I hereby declared that the details and all information given at best of my knowledge .