

# BHAGYA SHREE

1106, SAI RESIDENCY GIRL'S PG SECTOR- 14, GURGAON • SBHAGYA61@GMAIL.COM • 9650968367

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## Summary

### . CUSTOMER SERVICE. BRANCH OPERATIONS

Highly accomplished customer service and branch operations professional. Bank teller with 2 years of experience providing excellent customer service, handling customer transactions, referring credit products, and balancing cash drawers with 100% accuracy. Also completed an internship with well-known commercial bank i.e. HDFC BANK. Dedicated team player, bilingual in English/Hindi, and ready to help your organization to achieve its goals.

## Professional Experience

### Bank Teller

July 2021–Present

#### HDFC BANK, DLF PHASE 3, GURUGRAM

- Process standard teller transactions for customers, including servicing client accounts, accepting loan payments, managing safe deposit box payments, cashing checks, balancing cash drawers, handling deposits, and correcting discrepancies
- Balance automated teller machines, teller cash dispensers (TCDs).
- Complete customer transactions with extreme attention
- Respond to customer account inquiries .
- Adhered to strict safe deposit box operations and guidelines
- Assisted supervisors with audits and daily balancing of the vault.
- Organized customer transaction receipts on a daily basis so that they could be properly filed in a timely manner
- Provided optimal customer service by accurately identifying customer needs and evaluating, resolving and responding to customer inquiries about products and services.

## INTERNSHIPS

### ❖ On-The-Job Training (OJT) – 1

May – July 2019 (12 weeks) @ HDFC Bank, Palm Court, Sec-14, Gurugram, India

**Keywords:** *Saving account, Current account, Cross - selling, BSBDA account*

- Learn customer relationship.
- Documentation of different types of account.
- Learn to check the voucher of cash deposit slip, cash withdrawal slip & fund transfer slip.

### ❖ On-The-Job Training (OJT) - 2

Nov 2019 – Jan 2020 (12 weeks) @ HDFC Bank, Palm Court, Sec-14, Gurugram, India

**Keywords:** *Customer retention and acquisition, Family accounts, Customer portfolio, Query Desk*

- Balance management
- Documentation of Minor-to-Major account.

## **OTHER ACTIVITIES**

- Research on “Digital Banking- A Literature Review”.
- E-Certification on Financial Market by Yale University.
- Participate in Workshop on "Innovation Commercialization for Atmanirbhar Bharat" by Turnip Innovations Pvt. Ltd.
- Certificate of Mutual Fund Distributors Certification Exam from NISM.
- Completed “Global Youth Employability Initiative” training conducted by GTT and NASSCOM foundation.

## **Education**

- M.Voc (Banking & Finance) passed from Shri Vishwakarma Skill University.
- M.Com passed from IGNOU.
- B.Com passed from University of Delhi.
- 12<sup>th</sup> Passed from CBSE Board.
- 10<sup>th</sup> Passed from CBSE Board.

## **SKILLS & ABILITIES**

- An attentive listener ability to understand others perspective and ideas without interrupting.
- Teamwork.
- Ability to work under pressure.
- Learning ability to grasp.

## **IT SKILLS**

- Excellent in basic knowledge of computer.
- MS Office Packages: Includes Word, Excel and Power point.
- Internet Surfing.

