

Ketaki Sinha

Mob: +91 8884927979

Email: Ketakisnh@gmail.com

Objective

Highly motivated and accomplished customer service professional with a strong background in financial services, QA management, and business analysis. Seeking a challenging position as a Customer Service Manager in a reputable financial company, where I can utilize my extensive experience and leadership skills to drive customer satisfaction, while also leveraging my expertise in QA management and business analysis.

Skills

- Strong leadership and team management abilities.
- Excellent communication and interpersonal skills.
- In-depth knowledge of banking products and services.
- Familiarity with financial regulations and compliance standards.
- Proficient in computer applications and technology tools related to the banking industry.
- Quality assurance and software testing expertise.
- Business analysis techniques and requirements gathering skills.
- Proficient in computer applications and technology tools for educational purposes.

Certifications

- NISM Series V-A (MF Distributor) and Series VI (Depository Ops)
- App Developer Fundamentals using JavaScript/React- Professional from WhiteHatJr
- Game Design Fundamentals using JavaScript/React- Professional from WhiteHatJr
- PSAT English Certification-Planet Spark

Experience

April 2018 - Present

Freelance, Bengaluru – *CSM/Software Testing/Business Analyst & Consultant*

- Managed quality assurance processes for various projects, ensuring adherence to industry standards and best practices.
- Conducted thorough testing and analysis of software applications, identifying, and resolving defects to enhance user experience.
- Collaborated closely with development teams to provide valuable insights and recommendations for product improvements.
- Utilized business analysis techniques to gather and document requirements, facilitating effective communication between stakeholders and development teams.
- Led cross-functional teams in project planning and execution, ensuring timely delivery and alignment with client expectations.

- Recent Project: India Story iOS App

- Collaborated with the development team on the "India Story" iOS app, ([Project and app details](#)), as the lead QA manager and business analyst.
- Played a pivotal role in ensuring the quality and functionality of the app throughout its development lifecycle
- Conducted thorough testing of the app on various iOS devices, identifying and documenting defects, inconsistencies, and usability issues.

March 2023 - Present

Acefluency, Bengaluru – *English Trainer /Expert*

- Designed and delivered engaging English language training sessions for individuals and groups.
- Implemented effective teaching techniques to improve learners' grammar, vocabulary, pronunciation, and overall communication skills.
- Conducted assessments and provided feedback to track learners' progress and customize training programs accordingly.

October 2020 - Present

Whitehat Jr, Bengaluru – *Computer Programming Instructor/Teacher*

- Conducted online coding classes for students aged 6 to 12, using interactive teaching methods and engaging learning materials.
- Developed personalized lesson plans to cater to students' individual needs, ensuring effective knowledge transfer.
- Monitored student progress, provided timely feedback, and implemented strategies to enhance learning outcomes.

Aug 2015 -Mar 2018

Axis Bank Ltd, Bengaluru/Patna – *Assistant Manager*

- Assisted in managing daily banking operations, including customer service, account management, and financial transactions.
- Provided excellent customer service and resolved issues efficiently, resulting in increased customer satisfaction.
- Collaborated with team members to achieve branch targets and meet organizational goals.
- Executed various banking activities, including cash handling, account maintenance, and loan processing.
- Developed and maintained strong relationships with customers, promoting customer loyalty and repeat business.
- Assisted senior management in analyzing financial data and preparing reports.

Education

Sep 2014-Aug 2015

Manipal University, Bengaluru – *PGDBS*

It was a twelve-month rigorous training and learning course in Banking Services covering basic and core concepts in finance and management.

April 2010- Aug 2013

Patna Womens College, Patna – *B.C.A*

In a 3 year course of my graduation I learned subjects like C,C++,Visual Basic ,JavaScript etc .

April 2008- March 2010

Krishna Niketan, Patna – *12th(C.B.S.E)*

Main Subjects were Physics, Chemistry and Mathematics.

April 2007- March 2008

Don Bosco Academy, Patna – *10th(I.C.S.E)*

Completed my 10th in Science Stream