

**Vasundhara Rathour**  
9B/6 House No. – 6667,  
Dev Nagar, Karol Bagh,  
New Delhi-110005  
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## **CAREER OBJECTIVE**

With experience 4.5 years of working directly for the bank of Kotak Mahindra Bank Ltd. Possesses impeccable written and verbal communications skills and excellent interpersonal skills.

## **CORE COMPETENCIES**

- Customer Service
- Admin

## **PROFESSIONAL EXPERIENCE**

### ***Kotak Mahindra Bank Ltd*** ***Deputy Manager, from 2022 – present***

- *Interacting with different customer's/privilege Customers and providing investment advice to fulfil their banking and investment needs.*
- *Worked on Finacle, creating FD/RD, lead generation and cross-selling of bank products.*
- *Delivery of superior client experience, ensuring high responsiveness to customer problems.*

### ***Assistant Manager, from 2018 till 04<sup>th</sup> April 2022***

- *Handled pan India bank fraud-related complaints, in coordination with risk containment unit and updating client.*
- *Business development – liabilities cross selling handled short stints at mutual funds, DEMAT account, operation, SIP, NPS, and service-related units.*

### ***Dalmia Resorts International Pvt. Ltd*** ***Customer Service Executive, from 2016, till 04<sup>th</sup> October 2018***

- *Communicate with customers who have escalated issues to determine beneficial resolution and ensure timely to follow –up to verify that complaints have been addressed and satisfied.*
- *Created customer relationship management database for company, used by management and other customer service associates to track and resolve customer inquiries.*
- *Coordinated with accounts department regarding customer Annual maintenance charges, payment.*
- *Collaborate with colleagues to determine areas for improvement, review departmental performance, and develop ideas for better service for customers.*
- *Worked in both a group setting and independently.*
- *Modified, changed and/or canceled existing reservations.*
- *Resolved complaints between resorts and guest.*

## **ACHIVEMENTS**

- *Service hero winner (2019-2020, 2021-2022).*
- *SOP topper of retail banking (2020-2021).*

## **EDUCATION QUALIFICATION**

- *Graduated from Delhi University, New Delhi, year:- 2015*
- *12<sup>th</sup> passed from Nava Hind Girls Senior Secondary School, from CBSE, New Delhi, year:- 2012*
- *10<sup>th</sup> passed from Nava Hind Girls Senior Secondary School, from CBSE, New Delhi, year:- 2010*

## **COMPUTER SKILLS**

- *Comfortable working on all versions of windows operating system.*
- *Well versed in M.S EXCEL, Finacle, Power Point.*
- *Good working knowledge in M.S WORD.*
- *Basic typing knowledge and very well speed.*
- *Ability to achieve efficient results from internet.*

## **STRENGTHS**

- *Confident*
- *Committed*
- *Dedicated to work*
- *Ability to achieve efficient results from internet.*

## **HOBBIES**

- *Reading books*
- *Listening music*
- *Travelling*
- *Painting*

## **PERSONAL DETAILS**

<i>Father's Name</i>	<i>Kishore Kumar Rathour</i>
<i>Date of Birth</i>	<i>01 march 1992</i>
<i>Gender</i>	<i>Female</i>
<i>Marital Status</i>	<i>Unmarried</i>
<i>Nationality</i>	<i>Indian</i>
<i>Language</i>	<i>English,Hindi</i>
<i>Religion</i>	<i>Hindu</i>

**(Vasundhara Rathour )**

