

# Shivangi Goyal

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## Experienced Professional in banking sector and B2B ecommerce

### Executive Profile

5+ years of experience in banking and financial services with 8+ years of overall experience in Banking and E-Commerce Industry. Currently working as Relationship Manager with HDFC Bank, India and is responsible for managing portfolios as well as maintaining liability balance of Premium customers. Skilled in Customer Servicing, Customer Engagement as well as providing better and profitable solutions to Customers.

### Professional Experience

#### HDFC BANK, Bangalore India



HDFC Bank Limited is an Indian banking and financial services company headquartered in Mumbai, Maharashtra. HDFC Bank is India's largest private sector lender by assets.

**Job Title: Manager**

**Apr'18 to Present**

#### Responsibilities & Accountabilities

- To provide Consistent & Superior Digital Experience to our customers as a **Relationship Manager (RM)**
- Improve profitability by right product placement.
- Promoting Digital Banking services for better customer service experience.
- Capturing of customer interaction and accurate logging and resolution of complaints.
- Attrition control of customers.
- Onboarding new customers by reviewing documents and implementing KYC standards.
- Being single point of contact for the customer's overall banking experience.
- Worked on LTR (Large Transaction Reporting) Portal, identified STR cases, and reported on same.
- Discussing client's credit card needs and suggests how to meet those needs.
- Assisting clients in resolving complaints about the credit cards or any fraud issues that may arise during card use , handling delinquent customers.
- Liaise with other Departments like Operations, Credit/Underwriting, Product for deliverables.
- Mentoring and guiding juniors with the Banking System and Processes.
- Managing multiple product segments like Loans, Credit Cards, Insurance, and guiding customers in the digital platform to make banking easier and more comfortable.

#### Indiamart, Noida, India



IndiaMART InterMESH Ltd. is an Indian e-commerce company that provides B2C, B2B and customer to customer sales services via its web portal.

**Job Title: Assistant Manager**

**May'15 to Sep'17**

#### Responsibilities & Accountabilities

- Independent and solid team member with excellent customer service abilities
- Interacting with CEO's of SME's and promoting their business online
- Responsible for preparing catalogue about the products and services
- A genuine interest in helping customer
- Ensuring all the tickets and complaints without stipulated time and closing with the feedback as a promoter

Sulekha is a digital platform for local service businesses in India, matching 20+ million consumers with 50,000 service professionals across 200 categories in about 40 cities.

**Job Title: Senior Executive**

**May'14 to Apr'15**

**Responsibilities & Accountabilities**

- Experience in handling service-related activities involving customer relations and customer problems.
- Helps in advertising the brand and providing the better option for their promotion.

**Key Skills**

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- Ability to connect with clients at various levels
- Interpersonal skills
- Detail orientation & process discipline
- Strong oral and written communication skills with eye for detail.
- Strong time management and decision-making skills.
- Good Organizational Discipline
- Excellent word and PowerPoint skills plus a good working knowledge of Excel.

**Key Achievements**

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- **Silver Star award (Certificate of appreciation)** in recognition of significant contribution to the organization in HDFC Bank in Mar'19
- Awarded with trophies for Outstanding Performance in **Life Insurance** in HDFC Bank
- **Pillar of Success (Best Performance)** award in Indiamart for the month of November 2015, November 2016 and July 2017
- Recognized as **Master of Renewals** in Indiamart

**Education**

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- **2013** - Post Graduate (M. Com), M.J.P Rohilkhand University, Bareilly, India
- **2011** - Graduate (B. Com), M.J.P Rohilkhand University, Bareilly, India
- **2008** - 12<sup>th</sup> Standard, St. Mary School, CBSE
- **2006** - 10th Standard, St. Mary School, CBSE

**Languages Known**

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- English – Proficient in Reading, Writing and Speaking
- Hindi – Proficient in Reading, Writing and Speaking