**Financial Centre Assistant Manager**

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**Professional Summary**

**I am a dedicated, dynamic, independent and result-driven professional who thrives in achieving goals.** I have a proven track record of providing outstanding customer service, with my in-depth knowledge of financial and retail services. I am currently looking for a suitable position with an exciting career opportunity in the banking/financial sector.

**Core Competencies**

* Excellent customer service skills.
* Ability to communicate effectively with customers, peers and management.
* Ability to work and collaborate with teams.
* Proven ability to use various software applications such as Microsoft Office Word, Microsoft Excel.
* Ability to work under pressure.

**Professional Profile**

**Jan 2020 – Oct 2020**

**Financial Centre Ass. Manager, Bank of America, Adams Morgan, Washington DC, USA**

* Followed established processes and guidelines in day-to-day activities to do what is right for clients and the bank while adhering to all applicable laws and regulations.
* Helped and guided multiple financial centres in arranging, cataloguing and retaining paperwork for the past 20 years.
* Assisted relationship managers, relationship bankers, cashiers, mortgage lenders, business partners and financial solutions advisors in enhancing their communication skills during morning business briefs using role play and effective coaching.
* Interpreted and analysed centre’s performance results using metrics and charts, found opportunities to drive success and held others accountable to results.
* Applied problem-solving and time management skills to meet clients’ needs and prioritised and delegated work among other team members in a fast-paced environment as per the urgency and need.
* Worked with ambassadors and other members of embassies from multiple countries in managing their finances.
* Gave coaching to cashiers and helped them in finding their daily cash drawers’ differences.
* Applied skills and knowledge in managing time and capacity to avoid delays in customer requests.
* Gave coaching to new branch managers and assistant managers during on-boarding process.

**July 2017 – December 2019**

**Relationship Manager, Bank of America, Van Ness, Washington DC, USA**

* Opened and managed consumer and business checking accounts, savings accounts, credit cards.
* Helped clients in wire transfers, application of home loans, consumer and business auto loans, personal loans, business loans.
* Participated in ATM deposit pulls, ATM cash replenishments, ATM settlements and referred clients to partners.
* Participated in on-premises account opening booths in universities and embassies.
* Followed established processes and guidelines in daily activities to do what is right for clients as well as for the bank, adhering to all applicable laws and regulations.
* Exceeded quarterly goals as well as client survey scores.
* Helped the branch in achieving its goal in revenues as well as in operations.
* Led morning business briefs and mentored CSRs to improve performance.
* Mentored trainees for their new roles.
* Completed Leadership Skills training program.

**July 2016 - March 2017**

**Assistant Manager (Fine Jewellery), MACY’S, Pentagon City, Arlington, VA**

* Achieved and showed hands-on proficiency at cash registers including opening company credit cards, sales, pre-sales, customer programs like ‘Worry No More’, ‘My Client’ etc.
* Resolved numerous difficult customer related issues with positive and fruitful outcomes.
* Drove sales up by efficient and timely execution of shipment processing, merchant replenishment, signage management, return merchandise to Vendor (RTV) management, markdown and mark up procedures.
* Transferred damaged or defective merchandise and re-ticketed according to company guidelines.
* Communicated daily goals and priorities to associates, managed and re-assigned activities as needed to achieve productivity standards.
* Provided training, coaching, feedback and recognition to the team.
* Analysed merchandise reports (Department Performance reports - weekly, monthly and quarterly) to make necessary product placements and adjustments.

**July 2015 - July 2016**

**Michael Kors Specialist,** **MACY’S, Pentagon City, Arlington, VA**

* Assisted client with selection and purchase of specialised merchandise.
* Merchandised and maintained the area to improve the sales**.**
* Ensured that all customers received excellent, prompt and courteous service.
* Helped elderly and the people with less technological proficiency in placing online orders in the store premises.

**January 2008 - November 2012**

**QA Manager, Ultra International Limited, U.P., India**

* With 5+ years of experience as a QA manager, established a start-up QA lab, furnished all required and related documents including SOPs, validation protocols, quality policies and objectives, testing procedures, risk assessment documents, manuals (quality, training, procedural and safety), audit calendars and training calendars.
* Implemented best practices based on industry guidelines and above-mentioned documents.
* Helped in conducting audits (ISO 9001 & 14001, GMP from J&J, Novartis and Moody International).
* Conducted internal audits for quality control, production efficiency and R&D.

**July 2005 - January 2008**

**QC Analyst/R&D Executive, Ultra International Limited, U.P., India**

* Created exotic flavours and tested raw materials and finished products (flavours, fragrances and essential oils).
* Routinely performed laboratory tests including:
* sensory evaluation
* refractive index findings (Abbes’ Refractometer)
* specific gravity findings (Pycnometer)
* colour intensity determination (Lovibond Tintometer)
* polarity determination (Polarimeter)
* UV absorbance determination (UV Spectrophotometer)
* water content evaluation (Karl Fischer Apparatus)
* saponification value and acid value determination (Titration method)
* flash point determination
* melting point determination
* pattern matching using gas Chromatograph and MS
* Many of my own creations of exotic flavours are being used in international market as well as the domestic market.

**Professional Recognition**

* In the third and fourth quarter 2019, received Silver Global Recognition awards for achieving and maintaining excellent client satisfaction scores.
* In the second quarter 2019, received Gold Global Recognition award (all US regions) for top

performer in Bank of America.

* In the first quarter 2019, nominated as the Associate of the Month in Bank of America for the Greater Washington DC region.

**Education**

* **MBA** in Finance (2009) - Punjab Technical University, India.
* **Bachelor of Applied Science (Hons.)** in Food Technology (2005) - Delhi University, India.

**Certifications**

* **NISM** series V-A: Mutual Fund Distributors (2022)