ADITI DUBEY

Customer Relationship Manager

Phone: 8209553852

Email: aditid2128@gmail.com

Date of Birth: 02/21/1994

Gender: Female

Marital Status: Single

Address: Kumud mohan niwas jain mandir road, Kota, Rajasthan.

Nationality: India

Productive 3.9 years experienced bank clerk/customer relation manager looking for new roles in a new environment where hard work and dedication will be valued. Looking forward to working in your organization to understand your customers and providing services. Experienced in making and maintaining good customer relations through polite and humble behaviour, first hand experience of handling cash, branch working process, NEFT, RTGS, Bank Accounts ,KYC. Adapts quickly to new needs and policies.

Work Experience

June 2019 -March 2023

Clerk/customer Relationship Manager

Punjab And Sind Bank

Bhilwara,

Rajasthan

- Resolved conflicts and negotiated agreements between parties in order to reach win-win solutions to disagreements and clarify misunderstandings
- Worked closely with customers on phone, mails, face-to-face to provide expert services and guidance.
- Addressed and solved customer complaints effectively and efficiently.
- Built and maintained existing customer relationship through polite behavior.
- Boosted customer satisfaction through continuously improving service delivery.
- Took care of cash and withdrawals of the branch.
- Fluent with retail banking ,branch working ,NEFT,RTGS,IMPS,CASA etc.
- Seamless management of cheques and demand drafts of the branch.
- Managed customer support counter of the branch.

Education

August 2022

- May 2010	Class 10 - Sophia School Secondary School Certificate	Kota, Rajasthan.
- May 2012	Secondary Education - Sir Padampat Singhania School Senior Secondary School Certificate (SSCE)	Kota, Rajasthan.
- July 2016	Physics Hons - Gargi College,university Of Delhi Bachelor Of Science	New Delhi, Delhi.
-	Finance - Symbiosis Centre For Distance Learning	

Skills



Macrame Travelling

Referees

Available on Request