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## EDUCATION

### **MBA (Distance), Finance**

Chandigarh University

2021 - 2023

CGPA: 8.50/10

### **Master of Commerce (M.Com), Major In HR, Minor In Banking And Insurance**

Dev Samaj College For Women, Ferozpur City

2019 - 2021

Percentage: 80.00%

### **Bachelor of Commerce (B.Com) (Hons.), Management**

Dev Samaj College For Women, Ferozpur City

2016 - 2019

Percentage: 65.00%

### **Senior Secondary (XII), Commerce**

DCM International School, Ferozpur City

(CBSE board)

Year of completion: 2016

Percentage: 69.00%

### **Secondary (X)**

Arun Jyoti Model Sen. Sec. School, Ferozpur City

(PSEB board)

Year of completion: 2014

Percentage: 79.00%

## WORK EXPERIENCE

### **Customer Service Manager**

DCB BANK LTD, Ferozpur

Job • May 2022 - Aug 2023 (1 yrs 3 mos)

# Acquired new customers and built healthy relationship with existing ones.

# Taking ownership of customers issues and following problems through to resolution

# Acquired and retained ₹2 Cr. or above CASA value in JFM quarter.

### **Human Resources (HR)**

Lo Faro Shop Pvt Ltd, Virtual

Job • Oct 2021 - Apr 2022 (6 mos)

Job posting

Shortlisting

	Recruiting Hiring Salary negotiations Performance evaluation	
POSITIONS OF RESPONSIBILITY	Member of Central Association of my college & also holds the position of Class Representative.	
TRAININGS	<b>Data Entry</b> Conscript HR Advisors Pvt. Ltd., Online Dec 2020 - Jan 2021  <b>Business Communication Skills</b> Internshala Trainings, Online May 2020 - Jun 2020  Successfully completed a four weeks online certified training on Business Communication Skills. The training consisted of Introduction to Business Communication, Essential Communication Skills, The Application Process and Workplace Communication Skills modules. In the final assessment, I scored 73% marks.	
PROJECTS	<b>Consumer preference towards zomato &amp; swiggy</b> Apr 2020 - May 2020 <a href="https://docs.google.com/document/d/1S4Bm3vBhQJzMmSl68IS95SzVWq8AJJf2/edit?usp=drivesdk&amp;oid=100693287920645420079&amp;rtpof=true&amp;sd=true">https://docs.google.com/document/d/1S4Bm3vBhQJzMmSl68IS95SzVWq8AJJf2/edit?usp=drivesdk&amp;oid=100693287920645420079&amp;rtpof=true&amp;sd=true</a>  Educational project under summer internship program of post graduation.	
SKILLS	<b>English Proficiency (Spoken)</b> Beginner  <b>Hindi Proficiency (Spoken)</b> Advanced  <b>Punjabi Proficiency (Written)</b> Intermediate  <b>Korean Proficiency (Spoken)</b> Beginner	<b>English Proficiency (Written)</b> Beginner  <b>Punjabi Proficiency (Spoken)</b> Intermediate  <b>Hindi Proficiency (Written)</b> Advanced
ADDITIONAL DETAILS	Got Certificate of Achievement within 15 days of joining DCB Bank & got the opportunity to join prestigious R&R in Chandigarh.	

Joined

State level webinar on MOOC's & online teaching- DSCW  
ferozpur city

National workshop on modern research methods & data  
analysis tools with SPSS- DSCW ferozpur city

National seminar on literature, media and culture- DSCW  
ferozpur city