

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. Experienced in formal letter writing, and enjoys essay/article/precise writing. Adapts quickly to new needs and policies. Open to learn to polish writing skills for the betterment of the company and personal growth. Looking forward to working in your organization to understand your customers and providing services.

Work Experience

June 2019 -
March 2023

Clerk/customer Relationship Manager

Punjab And Sind Bank

Bhilwara,
Rajasthan

- Handled internal formal communication between branch and higher office.
- 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

-
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.

-
August 2022

Finance - Symbiosis Centre For Distance Learning

Post Graduate Diploma In Business Administration

Pune, Maharashtra.

Skills

Communication Skills

Financial Management

Consumer Relationship

Management

MS Excel

Team Work

Time Management

Extrovert

Fluency In English

Fluency In Hindi

English Grammar

Essay/precise/article Writing

Hobbies

Macrame

Travelling

Referees

Available on Request