

**KARTIK GOEL**

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**OBJECTIVE:** Enthusiastic learner who always believe in constantly improving knowledge and regular self development along with growing my interpersonal and professional behaviour to a new level.

**WORK EXPERIENCE**

<b>Company</b>	AXIS BANK LTD
<b>Designation</b>	Customer Service Officer(MINISTRY OF DEFENCE BRANCH)
<b>Duration</b>	January 2018-Present
<b>Key Performance Areas</b>	<ul style="list-style-type: none"><li>• Ensure all financial transactions processing is in a timely manner and as per the requirements of the customers and corporate.</li><li>• Identifying and networking with prospective clients, generating business from the existing accounts and achieving profitability and increased sales growth.</li><li>• Track and follow up on customer commitments and meet team targets and achieve customer defined parameters.</li><li>• Conceptualize and implement competent strategies to penetrate new acquisitions and deepen existing ones and migrating customers on Direct banking facilities available online.</li><li>• Ensure adherence to client policies and procedures pertaining to process.</li><li>• Ensuring that turnaround time met is 100% and confidentiality of financial records.</li><li>• Ability to recognize unusual transactions, trends or variations and communicate findings to supervisor or manager.</li><li>• Identify and implement areas for process improvement.</li><li>• Coordinates and contributes to accounting processes and initiates and facilitates the sharing of process knowledge.</li></ul>
<b>Company</b>	YES BANK LTD
<b>Designation</b>	Branch Service Partner(RAJOURI GARDEN BRANCH)
<b>Duration</b>	March 2016-January 2018
<b>Key Performance Areas</b>	<p>CASH</p> <ul style="list-style-type: none"><li>• Worked as main cashier and maintenance of Cash Retention Limit at Branch.</li><li>• Assessing daily requirement of Cash and making indent for the same.</li></ul> <p>CUSTOMER SERVICE DESK</p> <ul style="list-style-type: none"><li>• Opening of savings and current accounts.</li></ul>

	<ul style="list-style-type: none"> <li>Resolving Customers issues related to deliverables,cheques,FD.</li> <li>Query related to account modifications Name addition/deletion,address change,statement of accounts,maintenance of MAB</li> <li>Making co-ordination with employees for smooth functioning and error free transactions.</li> </ul>
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<b>Company</b>	HDFC BANK LTD(SADAR BAZAR BRANCH)
<b>Designation</b>	Personal Banker Welcome Desk
<b>Duration</b>	Since Jan 2015 to March 2016
<b>Profile</b>	<ul style="list-style-type: none"> <li>Managing retail branch banking operations like account opening, fixed deposits and customer instructions</li> <li>Managing cheque returns,outward clearing,insta kits and instant debit cards.</li> <li>Filing of morning and end day reports and handing customer complaints.</li> </ul>

### **EDUCATIONAL QUALIFICATIONS**

S. No	Degree	University / board	Year
1	Graduation (B.Com H)	Guru Gobind Singh College Of Commerce,Delhi University with 63%	2013
2	10+2 (Commerce)	Kulachi Hansraj Model School,Delhi with 87%	2010
3	10 <sup>th</sup>	Kulachi Hansraj Model School,Delhi with 83%	2008

### **IT CREDENTIALS**

Microsoft office-Word, PowerPoint and Excel

Familiar with Flexcube, Finnacle and internet related tasks

### **ADDITIONAL INFORMATION**

**Date of Birth:** 27 Dec, 1992

**Marital Status:** Unmarried

**Language Proficiency:** English, Hindi.

**Date:**

**Place:**

(Kartik Goel)