POOJA CHADHA
Customer Assistant, State Bank of India

Mob: +919810191842   **www.pooja.jmd@gmail.com**

OBJECTIVE
- Highly talented and accomplished customer service professional with extensive skills and experienced in banking field.
- Seeking a responsible post with growing opportunities in a reputed bank/company where I can utilize my skills.

EDUCATION
- Post Graduate Diploma in Computer Applications from DOEACC Society with 'B' Grade from Jan'2007 till Nov'2009.
- Bachelor in Commerce from Delhi University with 76% marks from Jul'2004 till Jul'2007.
- 12th Standard from Ryan International School with 86% marks from Apr'2003 till Mar'2004.
- 10th Standard from Ryan International School with 76% marks from Apr'2001 till Mar'2002.

CERTIFICATION
- JAIIB certified from Indian Institute of Banking & Finance in 2010
- CAIIB certified from Indian Institute of Banking & Finance in 2011

SKILLS
- Windows XP, Windows 2007
- MS Office
- Internet
- Deep knowledge and practice in banking company

PROFESSIONAL EXPERIENCE
- Working with State Bank of India, NRI Branch, G-12-A MARINA ARCADE, CONNAUGHT CIRCUS, NEW DELHI, as a Bank Clerk from 5th Jan 2009 till 17th May 2015.

- Working with State Bank of India, Liability CPC Branch, B-16, SECTOR 62, INSTITUTIONAL AREA, NOIDA, as a Customer Assistant from 18th May 2015 till date.

Job Responsibilities:
- Open saving accounts, fixed deposits & compile records of deposits, withdrawals, cheques and purchase.

- Process of term deposits, drafts and money orders

- Calculate service charges and interest payments and notify customers regarding account discrepancies and captured bank cards

- Answer enquiries and provide information on banking products, policies and services

- Knowledge in forex like Issuance of foreign currency/drafts/travelers cheques

- May sell and purchase of drafts, money orders, travelers' cheques and foreign currency, and open and close savings, chequing and special term deposits accounts and recurring deposits accounts.

- Followed up customers and offered new products of company like SBI Life Insurance/Mutual funds

- Process enrolments, cancellations, claims transactions, policy changes and premium payments

- Review insurance applications and verify insurance coverage, premiums paid and other insurance information

- Compile and maintain claims data, rates and insurance data and records

- Answer enquiries and provide information on insurance products, policies and services.

- Increased customer satisfaction

- Built good relationship with customers

ACHIEVEMENT

- Received Best Employee Award in 2010 , State Bank of India

STRENGTH

- Be able to work in long hour
- Good in negotiating
- Easy and quick thinker
- Work professional-oriented
- Highly motivated

PERSONAL INFORMATION:

- Date of Birth   : 17th AUG 1986
- Address   : E-134, The Nest, Assotech, Crossings Republik, Ghaziabad, India
- Language Known   : English, Hindi
- IELTS Score   : Reading-6.0, Speaking-6.5, Writing-6.5, Listening-6.5

DECLARATION

I hereby declare that the above mentioned information is correct to best of my knowledge.

Pooja Chadha