**Khyati Katiyar**

Contact No. 8287266700

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**Currently working with axis bank this is internal movement from AXIS Asset Management Company Ltd from ( 4..2 years) and handled front desk and direct dealing with customer for queries, complaints ,handling financial transaction and non financial transactions over emails,telephone and handling portfolios.**

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| **PROFESSIONAL ATTRIBUTES** |

* Effective Communication Skills
* Effective Presentation Skills
* Sound Temperament
* Ability to handle pressure
* Multi-tasking
* Quick Decision Making
* Ability to adjust in changing

environment

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| **PROFESSIONAL EXPERIENCE** |

**. Company: Axis bank ltd**

**Location: kirti nagar Delhi**

**Experience: May 2019- till date (internal movement from axis AMC)**

**Designation: Assistant Manager**

**Key deliverables:**

Handling RTS/NEFT and clearing cheques, issuing debit card and welcome kit for walk-in customers for CASA, handling CASA, handling customer portfolio in diversified products (life insurance, general insurance, mutual fund, loans, LAP, credit cards, FD, travel cards), Handling ATM machine transaction, handling queries, request and complaints, processing and printing DD, printing Passbook. Locker handling.

**Company: Axis Asset Management company ltd**

**Experience : February 2015 to till date   
Designation : Assistant Manager**  
**Key deliverables** :  
Dealing with queries ,request and complaints on telephone from investors and distributors  
Resolving queries on emails. I access to regional email id.  
Dealing with walk-in investors and distributors for non financial transactions , financial transactions and queries and complaints

Processing KYC’s   
Dealing with distributors regarding brokerage related queries and other queries also.  
**Company: Computer age management services**

**Experience: 20 Months (From June 2013 - Feb 2015)**

**Designation: Customer Support Officer (CSO)**

**Key Deliverables:**

Dealing with investors over phone

Checking the queries resolution with Front office , Back office and AMC .

Providing information related to HDFC Mutual Fund regarding products and services.

Investment details and portfolio’s information and investment related queries.

Updating the team on latest rules and procedures of the AMC

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| **ACADEMIC QUALIFICATION** |

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| **Year of**  **Passing** | **University / Board** | **Institution** | **Percentage** |
| **2013** | **IIFP(PGDMFPWM)** | **IIFP** | **65%** |
| **2012-14** | **PTU(MBA)** | **IIFP** | **63%** |
| **2011** | **GNDU** | **JIMS** | **51%** |
| **2008** | **CBSE** | **FLORA DALE SR.**  **SECONDARY SCHOOL** | **75%** |
| **2006** | **CBSE** | **RYAN INTERNATIONAL SCHOOL** | **61.00%** |

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| **ACHIEVEMENTS/PROJECTS/AWARDS** |

Received Certificate of appreciation for outstanding contribution in NFO of Axis Dynamic equity fund and Axis MultiCap Fund in axis AMC   
Received various appreciation over emails and telephone from investors and distributors in axis AMC  
NISM Certification done for Series 5 A

Various appreciations received by the Senior Managers regarding the services in Cams

Received appreciation from investors over phone as well as written(mails) in cams

Even appreciated by Audit team in cams

Won Maverick Mania in Post Graduation

Class Representative in Post Graduation

Prefect in school for 3 years

Participated in various Campaigns in school. (AIDS, Cancer Awareness, Heart Diseases)

Attended various guest lecturers: Mutual Funds, National Income Analysis, Market(Economics), Electrical Sector, Job Evaluation, Tablets, Cancer Awareness Seminar, Corporate Interface (Indian IT Industry-An Overview), Private Equity, Marketing Strategies By Ajay Kumar, An Overview of Stock Market, Power Grid Corporation.

Made following projects:

Marketing criteria of Maruti udyog ltd(in graduation)

Study of sales strategy and increasing productivity of agents in Bajaj allianz general insurance(in graduation)

Nism, Economics, Investment Planning, Introduction to Financial Planning, Risk Analysis and Insurance Planning, Accounts, Quantitative Techniques, etc in Post Graduation.  
project on HR in MBA on various practices of HR 8n various countries.

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| **COMPUTER PROFICIENCY** |

* MS-Office
* C & C++ language
* Windows and Internet

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| **PERSONAL DETAILS** |

* Father’s Name: Ramesh Chandra Katiyar
* Date of Birth: 09/06/90
* Hobbies: Designing Diamond jewellery and Nails Art Designing
* Mailing Address: 38/3 First Floor, West Patel Nagar, New Delhi -110008