

RANJAN KHADKA

Richmond, California, 94804

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PROFESSIONAL SUMMARY

Experienced and committed Customer Service professional with a strong track record of delivering exceptional service across diverse sectors. Valuable team member is known for fostering positive connections with clients. Committed to ensuring maximum security and customer contentment while achieving challenging sales objectives. Proficient in industry standards and methods for safeguarding assets.

PROFESSIONAL SKILLS

Fraud Prevention

- Followed protocols diligently to safeguard financial and customer data from potential breaches and misuse.
- Verified transaction details and detected fraud indicators on documents like checks and money orders.

Customer Assistance

- Provided support to customers with various bank tasks such as account openings, safe deposit box access, and ATM usage.
- Clarified bank offerings, financial products, and associated charges to customers.

Money Handling

- Utilized both manual and machine-assisted techniques to count up to \$7,000 in daily funds.
- Detected and rectified discrepancies while reconciling ATM transactions, teller cash dispensers, and teller cash recyclers.

Other Skills

- Multilingual in English, Nepali, Hindi, Urdu and Danish.
- Excellent verbal and Written Communication.
- Problem Solving
- Customer Service-Oriented
- Strong Work Ethic
- Goal-oriented
- Great organization skills
- Ability to work well with others.
- Proficient in Microsoft Office
- Honest, Ethical and Dependable.

Experience

04/2017 to 07/2018 Cashier/Waiter

Café Woody – Lyngby, Denmark

- Worked as an attentive listener and good communicator.

- Cash handling.
- Customer Services
- Attention to detail and problem-solving.
- Teamwork and time management
- Customer service

09/2018 to 04/2020 Restaurant Manager
 Restaurant Karaten- Copenhagen, Denmark

- Leadership
- Financial Management
- Multitasking
- Positive attitude

01/2021 to 06/2021 Bank Teller Intern.
 Arbejdernes Landsbank – Copenhagen, Denmark

- Cash counting.
- Offered friendly and professional service to every customer.
- Maintained confidentiality of bank records.
- Recorded transactions and issued receipts via computer.
- Handled money orders, cashier checks, traveler's checks, and savings bonds.
- Managed check orders, stop payments, and special services.
- Met or exceeded sales goals by promoting bank products.
- Opened new accounts for customers.

EDUCATION

07/2014 High School Diploma
 Classic Academy Higher Secondary School Kathmandu, Nepal
 Relevant courses: Mathematics, English

06/2021 Bachelor of Science in Finance
 Copenhagen Business College, Copenhagen, Denmark
 Thesis title: Money Market Rate and its Impact on Commercial Banking in India and China from-2010-2020
 Relevant courses: Micro and Macro Economics, Real Estate, Accounting, Entrepreneurship Finance

12/2023 Master of Business Administration
 San Francisco Bay University, California, USA
 Relevant courses: Financial Management, Human Resources Management, Logistics and Operations Management, Financial Risk Management.