SHILPA KHANNA

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Melbourne,VICTORIA,3004

**PERSONAL ATTRIBUTES**

Quick Learner: Was promoted from Teller Position to Head Teller within 1 Month of joining the Organisation

Results Driven: Met and Exceeded Monthly Individual Target

Exceptional Customer Service Skills: Was Voted Employee of the Month by the Customers

**EDUCATION**

**2006-2007** Post Graduate Diploma in Dietetics and Hospital Food Service

National Council for Hotel Management, Catering and Nutrition.

New Delhi/India

**2003-2006** B.sc (Home Science)

Delhi University

New Delhi/India

**2003(Completed)** Senior Secondary School

Holy Child Convent

New Delhi/India

**PROFESSIONAL EXPERIENCE:**

**Travel Money OZ Customer Service Officer**

**Flight Centre Travel Group** Melbourne

July 2019- July 2020

**Responsibilities:**

* Ensuring transactions are completed in a timely , efficient manner with a high level of accuracy
* Handling a large number of customer enquiries face to face ,via telephone and email.
* Meeting and Exceeding monthly sales target.
* Cross selling of products
* Ensuring adherence to the sales process at all times

**Private Tutoring Maths and English Tutor**

Melbourne

Feb 2017 - Jan 2019

**Responsibilities:**

* Determine gaps in students' knowledge and work to fill those gaps.
* Preparing and delivering lessons .
* Converse with parents and students as and when required.
* Participate in professional development activities like seminars to stay up to date with current trends .

**Bank Of Queensland Head Teller and Safe Custodian**

Brisbane

January 2011-August 2011

**Responsibilities:**

* Service customer enquiries, determine customer needs and provide solutions with regards to their banking requirements
* Educate customers on product options best suited for their needs
* Foreign Currency Exchange with cross selling of Travel Insurance and Travel cards
* Manage Customer and Bank Privacy
* Cash and Foreign Currency Order for the Branch as required

**Bizexcel Financial Services Administration Officer**

Brisbane

May 2010-Dec 2010

**Responsibilities:**

* Provide accurate, timely and confidential secretarial support to the Directors ,often with limited supervision, short timeframes and in a high pressure environment
* Manage the workflow of the office including prioritising and monitoring important issues and deadlines
* Maintain client and financial records, including the preparation of expenditure vouchers
* Manage the quality control of correspondence, and provide advice in relation to Company’s policies and procedures

**Max Heart and Vascular Institute Dietician**

New Delhi/India

July 2007-May 2009

**Responsibilities:**

* Conducting nutritional assessment of the patients and their follow up
* Data entry and making reports fortnightly
* Dietary counselling of both IPD and OPD patients
* Providing dietary training to trainees

**Achievements:**

* Awarded for receiving the best patient feedback for the year 2008.
* Organised free nutritional awareness programmes in rural areas.