

Mehak Arora

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Experience/Practice:

HDFC Bank, DIFC, Dubai UAE

Banker



October 2016 – January 2017

Roles and Responsibilities:

- ✓ Managing High Net Worth clients
- ✓ Customer Relations and advisory
- ✓ Wealth management/Analysis of current investments
- ✓ Marketing of funds from other AMC's
- ✓ Assessment of risk profile, asset allocation of the clients
- ✓ Client retention and business development

HDFC Bank, Chandigarh, India

Operations Manager

June 2012 – September 2016

Roles and Responsibilities:

- ✓ Heading the branch operations
- ✓ Responsible for accurate service delivery and day-to-day resolutions
- ✓ Business development and maintaining wide customer database
- ✓ Achieving revenue targets by cross selling of third party products i.e., Personal Loans, Credit Cards, Life Insurance, Mutual Funds, General Insurance & Mortgage Loans
- ✓ Ensuring all services and operations are within stipulated norms and regulations
- ✓ Guaranteeing service to the customers through multiple channels - saving time and effort and focusing on customer delight and ensuring flow of recurrent business
- ✓ Establishing standards & delivery of banking services
- ✓ Relationship management focusing on customer satisfaction & stakeholders' interests.
- ✓ Maintaining Daily sales reports and compliance
- ✓ Generating referrals for all liability products including Non-resident Accounts

Achievements:

- ✓ Appreciated as a True Champion in the Cluster in the FY 09-10
- ✓ Won various contests/Awards with context to Insurance and CASA numbers at branch and regional levels
- ✓ Part of Talent pool Team

HDFC Bank, Chandigarh, India

Deputy Manager

June 2010 - June 2012

- ✓ Ensure compliant communication protocols are adhered and maintaining client data confidentiality
- ✓ Ensure timely response to customer enquiries and resolutions in an efficient manner within stipulated TAT's
- ✓ Preventive complaint management and customer complaint resolution
- ✓ Ensuring correct product information dissemination
- ✓ Ensuring fees schedule adherence and eliminating revenue leakage from the bank
- ✓ Custodian of Deliverables viz. welcome kits, cheque books, ATM/Debit cards and ensure appropriate record of destruction of the same
- ✓ Handling balance enquires/brief transaction enquires, statement or balance confirmation certificate /Passbook printing
- ✓ Ensuring compliance of KYC, identification of customer and communication of product eligibility

HDFC Bank, Chandigarh, India (Centurion Bank of Punjab's Merger to HDFC Bank)

Assistant Manager

April 2009 – June 2010

- ✓ Review all account opening formalities, maintaining database and paperwork
- ✓ Monitor lockers allocation and all other related operations
- ✓ Issuance of DD/MC
- ✓ Executing funds transfer/FD Closure/Account Closures etc.

Centurion Bank Of Punjab

Bank Officer

Oct 2007 - March 2009

- ✓ Responsible for generating maximum revenue through product sales.
- ✓ Acquire new customers for the bank & provide personalized services to the MAC (Mass Affluent Customers)
- ✓ Undertaking target-oriented assignments through cross-selling in a wider basket of financial products
- ✓ Handling Branch operations - Clearing, DD/PO, Fixed Deposits & Cash transactions

Academic File:

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- ✓ Post-Graduation in Commerce from Panjab University

Immigration Status/Work Authorization:

3 Year's Dubai Residence Permit Under Spouse's Sponsorship