

Darshika Jaiswal

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Location: Elite-4 Residence, Sports City, Dubai



CAREER OBJECTIVE

6 years of experience in Customer Service and Retail Branch Banking. I am seeking for a challenging career with an organization of repute to offer proven and developing skills within the company.

PROFESSIONAL SUMMARY

Conscientious Banking Operations Deputy Manager adept at all facets of bank operations and management procedures. Especially skilled at determining office needs and staff scheduling. Specialize in streamlining banking operations through efficient management. Tracking of day-to-day branch performance in terms of Transaction, TAT, and customer service.

Kotak Mahindra Bank Ltd (Deputy Manager- SDO Authorizer) - Delhi Branch January 18- October 21

- ✓ Responsible for handling Query, Complain and Request for All branch Walk in Customers like authorizing of NEFT, RTGS, Payment Disputes etc
- ✓ Making sure all requests are processed within TAT which is essential for maintaining score card of Branch
- ✓ Taking care of Customer Escalation received through Email, Nodal and Banking Ombudsman
- ✓ Managing record of Customer Deliverable in the branch
- ✓ Taking Care of Service request received from different departments related and making sure all queries are replied within deadlines
- ✓ Promoting Branch NPS by making customer Delighted through service and resolution
- ✓ Promoting Bank Products (Life & Health Insurance, Mutual Fund, New Account, Fixed Deposit Etc)
- ✓ Maintaining FTR reports.
- ✓ Handling KYC and documents updated in customer's account.
- ✓ Locker handling (Allotment, surrender and access of locker by customer).
- ✓ Keep eye on all Audit related points.

Accomplishments: -

- Promoted as a Deputy Manager Effective 1-Apr-19 and then promoted as Authorizer in Jan -20.
- Awarded for Service impact.
- Awarded BEST NPS in all Delhi NCR Branches
- Rewarded for Best service Delivery TAT of 98% and above.

Kotak Mahindra Bank Ltd (Officer - SME) - Job Location - Noida 15 - December 17

November

- ✓ Responsible for resolving customer query and Complain on Inbound calls.
- ✓ Rigorously working to improve CSAT/NPS
- ✓ Working to improve First Time Resolution of Team by handling escalation & Complain calls of Team.
- ✓ Making sure service request raised by team is closed within TAT
- ✓ Doing Weekly refresher on the frequent error and Latest update
- ✓ Listening to Calls & Service Request raised by team and sharing feedback with defaulters.
- ✓ Doing Upselling of product on inbound call like Term Deposit, Insurance, Card Protection Plan.



Accomplishments: -

- Moved as an SME after 1 year.
- Rewarded BEST SOP Performer from June -16 to Aug-16
- Maintain Quality above 95% for almost every month
- Awarded best NPS.

TECHNICAL SKILLS AND CORE QUALIFICATIONS

- Laudable experience overseeing bank operations
- Outstanding knowledge of banking and financial terminology
- Proficient in the use of financial software & Other Banking tools: Finacle, Siebel, Dot net, DLMS, Omni, Saksham, CRM, EPH, Avtar, My Connect, Unidesk, Remedy, DP Secure.
- Sound understanding of banking regulations.
- Ability to professionally address customer issues.
- Ability to maintain accurate records and work in flexible working culture.

EDUCATION

TRAINING

- Made Summer Training project report on "TELECOMMUNICATION: The need of the hour with reference to BSNL".
- 14 Days training on "Communication Technology Familiarization Programmer" from BSNL in 6th semester.

ACADEMIC

- B.B.A. from P.P.N. College (CSJM UNIVERSITY) in 2014.
- Intermediate from U.P. Board in 2011.
- High school from C.B.S.E Board in 2009.

PERSONAL DETAILS

- DOB: 25-07-1993
- Marital status: Married
- Language: English, Hindi, Urdu.

STRENGTH

- I am workaholic with good management skills for interpersonal and time both.
- Leadership quality with teamwork for healthy work environment.

Date:

(DARSHIKA JAISWAL)

