



# Shivangi Wadhwa

906, Major Siddiqui Building, Al Nahda 1, Dubai, UAE | +97155 9000 782 | [sharma.shivangi@gmail.com](mailto:sharma.shivangi@gmail.com)

D.O.B. 8<sup>TH</sup> DECEMBER 1983

## Objective

- To be an important and highly motivated member of a reputed organization.

## Experience

### **TRANSACTION QUALITY ANALYST | ABU DHABI COMMERCIAL BANK | MAY 2007-OCTOBER 2013**

- Conducting Audits for client data security and keeping a check on fraudulent activities
- Worked closely with the Bank's internal fraud department, cross checking transactions
- Meeting with agents on weekly basis to give feedbacks, check training needs and motivating agents
- Maintaining weekly and monthly reports for the management
- Active participation in the organization's yearly ISO certifications
- Been awarded several times as the Top-Quality Auditor for the Quarter
- Worked closely with cross sales channels to improve sales

### **CUSTOMER EVANGELIST AND QUALITY AUDITOR | WIPRO SPECTRAMIND | APRIL 2004-MAY2007**

- Responsible for maintaining all records and functionality as per C.O.P.C. certifications
- Developing leadership management and coaching skills on the Operation floor
- Handling Client interaction on calibration calls

## Education

- Bachelor of political science (Hon's) | June 2005 | University of Delhi
- Higher secondary | June 2003 | J D Tytler School. New Delhi
- DELL GLOBAL CERTIFIED TRAINER (2006)
- WIPRO CERTIFIED QUALITY ANALYST (2007)

## *Skills & Abilities*

### **MANAGEMENT**

- Experienced in Managing teams ranging from 20-40 people
- Maintaining quality and training needs ranging from customer service to sales
- Been a part of Business Development team for more than 2 years

### **SALES**

- Have trained a team of 45 people in cross selling various banking products and services

### **COMMUNICATION**

- Excellent in presenting and communicating complex ideas clearly
- Friendly and open minded, committed to client satisfaction

### **LEADERSHIP**

- Ability to delegate tasks to the team members so that I can focus on other important tasks
- Positivity and trust worthiness as a Leader
- Open to feedback by maintaining two-way communication

## *Additional Skills*

- ❖ Proficiency in MS-OFFICE
- ❖ Strong Calculation skills
- ❖ Efficiency in making and delivering presentations and generating reports
- ❖ Effective Time Management skills
- ❖ Positive Approach towards problem solving

**Shivangi Wadhwa**