**Gauri**

**Gauri.363919@2freemail.com**

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**Career Objective**

An experienced and well maintained professional having ample amount of knowledge in banking sector and seeking an opportunity in the organization to use my skills and be able to contribute to the firm for which I am working. I will put my best effort to learn the company's policies and make better decisions in the favor of the company.

**Career Summary**

* Having 3+ years of experience in the field of banking.
* Providing solution to the customer’s problems.
* Selling insurance policies to the customers.
* Providing banking solutions to the rising needs of the customers.

**Computer Skills**

* Good typing skills.
* Good knowledge of management software and usage of its tools.
* Knowledge with Microsoft office kit – MS Excel, MS Word, Power Point, and excel.

 **Professional Experience**

* **Assistant Manager (from 15th October 2015 till date)
HDFC BANK India.**

Managed operations and day to day activities like handling of Complaints for credit Cards.

Guiding of new employees in defining the work environment.

* **Customer Service Executive (from 1st May 2012 to 13th October 2015)**

**ADFC PVT LTD INDIA.**

Handling calls and solving queries and complaints for HDFC Credit Cards.

Selling Bank products (loans & policies).

* **Shift Incharge (from 3rd February 2006 to 10th January 2007)**

**Andrew Meda PVT LTD (Idea Process).**

Handling complaints for Idea and making roaster for Staff**.**

**Achievements**

* Received “Best Complaint officer” Award in 2016.
* Recognized for the Excellent services for just satisfying each client.

 **Educational Qualification**

* B.S.C (Chemistry) from Pune University in 2006.
* High School Education from Maharashtra Board in 2004.
* Secondary School Education from Maharashtra Board 2002

 **Key Skills and Strengths**

* Good analytical and planning skills.
* Good Accuracy and attention to details.
* Excellent problem analysis.
* Excellent judgment according to the situation.

**Personal Details**

**Date of Birth:** 12th, April 1985
**Languages known:** English, Hindi, and Marathi.

**Nationality:** Indian.

**Marital Status:** Married