**KOUSAR**

Email: kousar.374055@2freemail.com



In quest of assignments in senior level positions in Administrative and Management with an organization of repute in Manufacturing & construction Sector.

**ORGANIZATIONAL EXPERIENCE**

* 17-12-2012 **–** 17-11-2015 : **ICICI BANK PLT** (KARNATAKA)-580029

**** 15-02-2016 **–** Till Date : **JAMIA MILLIA ISLAMIA** (CENTRAL UNIVERCITY DELHI) - 110025

 **ICICI BANK LTD.**

* Handling walking customers, debit cards, loans, receipts, cheque books etc.
* Assist customers in depositing and withdrawing cash & Maintain customer database And update periodically.
* Handle customers professionally & respond to related customer queries & advising Customers on the financial investments.
* Communicate to Front Office and update Department management of branch operations And Monitor staff duties like ledger entries, payment and trade authentication &
* Investigate discrepancies in bank operations.
* Conduct performance appraisal of bank staff. Prepare management reports.
* Deliver quantitative services to customers
* Promote bank products & services.
* Build customer relationship.
* Maintain & manage existing accounts.
* Capture new accounts.
* Respond to customers enquires & resolve.
* Excellent communication & collaboration skills with proficiency at grasping new technical concepts quickly.



**JAMIA MILLIA ISLAMIA CENTRAL UNIVERSITY DELHI**

* Coordinate in preparing **Study Materials** for Bachelor of Arts.
* Is involved in **updation of Students Information** such as marks, grades and preparing Marksheets etc.
* One of the Member of **Question Paper** of setting committee.
* Resolve and **quarries of the students** whenever required.
* Conducts term end examination of Bachelor of Arts students.
* Is associated with B.A. **Indian Air force and Navy** Administrative work at works at University.
* Deputed as an **observer** in term end examination.
* Deputed as observer in **entrance examination** of B.Ed.



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|  |  |  | **STRENGTH** |  |
|  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |
|  | **** | Execution Planning | **** | Positive Attitude |  |  |  |
|  | **** | Effective Team Leader | **** | Self Confidence |  |  |  |
|  |  |  |  |  |  |  |  |
|  | **** | Good Motivator | **** | Ability to adapt to new |  |  |  |
|  | **** | Quick Learner |  | environment easily |  |  |  |
|  |  |  |  |  |  |  |  |
|  | **** | Good Trainer | **** | Committed to responsibilities |  |  |  |
|  |  |  | **** | Listening Abilities |  |  |  |
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**EDUCATION**

* 2016 Masters from Rajasthan University. Rajasthan. (MA in English Literature)
* 2012 Graduate from Karnataka University Karnataka. (BBA in Management and finance)
* 2008 12th from pre- university education.
* 2005 10th from Anglo **girl’s high school.**



**CERTIFICATIONS**

* Passed personality development course from dharwad institution from Karnataka
* Computer diploma and Management from Gems Technical international Institute.



**TRAININGS ATTENDED**

* Attained professional enhancement training program from **ICICI BANK**.
* Attained training from **JAMIA MILLIA ISLAMI INDIAN NAVY**.



**PERSONAL DETAILS**

Date of Birth 20, December, 1989.

Nationality Indian

Marital Status Married

Languages Known English, Urdu, Hindi, Kandda, & Arabic

Passport Number R5677687

Passport Valid Up to 15/10/2027

PLACE **–** NEW DELHI

DATE - TODAY (KOUSAR)