Curriculam Vitae

**Kavya**

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**Seeking an opportunity with a leading organization where I can make best use of my experience and training and significantly contribute to the organization through my dedication and hard work.**

**PROFILE SUMMARY**

* Having **1.5 years of experience** of working as **Assistant Manager – Operations** at Axis Bank Ltd., Bangalore and handling the core banking operations on regular basis.
* Worked as **Recruitment Consultant** for 8 months at Options Executive Search Pvt. Ltd., Bhopal.
* A PGDM in Finance from IPER Bhopal and B.Com from BSSS, Bhopal.
* Proficient in Microsoft Office skills including advanced word and excel.
* Having experience in Retail Internet banking product Customization and Development preferable **(Finacle E-Banking Application).**
* Good knowledge of Tally ERP.9
* Good analytical, problem solving, communication and interpersonal skills, with ability to interact with individuals at all levels.
* Flexible, able to work effectively in a team environment or as an individual contributor.
* Dedicated fast Learner and self-motivated with good communications and Interpersonal skills.

**PROFESSIONAL EXPERIENCE**

**Company: Axis Bank Ltd., Bangalore**

**Duration:** 03rd July 2016 – 19th Dec 2017 (1 year and 5 months)

**Designation: Assistant Manager - Operations**

**Responsibilities:**

* Responsible for the administration and daily operation of the bank.
* Managed everyday activities and ensured optimal levels of customer satisfaction
* Delivered exceptional customer service through assistance in questions, procedures and accomplishing client objectives
* Assisted managers in identifying sales opportunities for the branch.
* Expanded customer base by advertising bank products to customers and supported a large volume of accounts.
* Leveraged strong presentation and mentoring skills to train new bank staff by earning top scores on a bank audit.
* Worked as Senior Teller in the branch and processed large monetary transactions and performed daily balancing in compliance with bank policies.
* Monitored the cash flow and balanced the Automated Transaction Machine.
* Worked with internal auditors on need basis to ensure compliance with bank procedures.
* Worked as a customer service manager and consistently followed all service standards and procedures.
* Contributed to bank sales production through individual performance of selling and cross selling banking products and services
* Received outstanding Achievement Award among top 100 Customer Service Officers in the South Indian Region for exceptional performance in selling banking products and services.
* Managed portfolio of high net worth clients and cultivated new relationships through strong civic networking.
* Compiled reports on operating functions, ensuring efficiency and conformation with compliance and regulatory standards were maintained at acceptable levels
* Resolved escalated customer service issues.
* Engaged branch in daily huddles to deliver recognition, motivate team, set goals and discuss best practices.
* Responsible for solely handling the Gold Loan Department of the branch and achieving recognition for disbursing the highest Gold Loan quarterly.

**Company: Options Executive Search Pvt. Ltd**.

**Duration:** June 2014- Feb 2015 (8 months)

**Role:** Recruitment Executive

**Responsibilities:**

* Responsible solely for the entire recruitment cycle till the final placement of the consultant joining the company
* Responsible for sourcing, interviewing and screening professionals for assigned positions, through various techniques including internet sourcing, cold calling and databases
* Sourcing of profiles, short listing of profiles based on requirement and skill set (i.e.) sourcing & screening of candidates as per the clients' requirement in various job portals Corp-Corp, Monster, Dice
* Identify, screen, and match qualified candidates to specific job orders
* Knowledge of Full-lifecycle responsibilities includes sourcing, screening, interviewing and candidates for employment
* Experience and knowledge of working on Internet-based resume sources such as Naukri, Monster, Career builder, Facebook, Linkedin, Headhonchos etc.
* Manage job postings on internal and external web sites. Also, used an internal database, Internet research, referral programs & other strategies to source active and passive candidates.

**FINAL DESERTATION PROJECT DURING PGDM**

**Title:** A Comparative Analysis of Risk and Return with Special Reference to BSE Index.

**Institute:** Institute Of Professional Education And Research, Bhopal (I.P.E.R), Affiliated to AICTE

**Duration:** June 2014

**SUMMER INTERSHIP TRAINING DURING PGDM**

**Organization:** Bhilai Steel Plant

**Duration:** 06/05/2013 – 22/06/2013

**Project Title:** Costing Techniques at Bhilai Steel Plant

**Appreciation/ Recommendation if any:** Yes

**WINTER PROJECT DURING PGDM**

**Title:** Comparative Study on Employee Welfare Schemes of Private and Nationalized Bank.

**Institute:** Institute Of Professional Education And Research, Bhopal (I.P.E.R), Affiliated to AICTE

**Duration:** January 2013

**ACADEMIC PROFILE**

* **Institute Of Professional Education And Research, Bhopal (AICTE) (2012-14)**

Post Graduate Diploma in Management – PGDM (Finance/HR)

* **The Bhopal School Of Social Sciences, Bhopal (2009- 12)**

Bachelor of Commerce – B.Com (Regular)

**IT SKILLS**

* Diploma in Finance and Accounts (DIFA) form NIIT (6 months)
* Tally ERP 9.0 from NIIT (1 month)
* Tally ERP 9.0 from Govt. Women’s Polytechnic College, Bhopal (2 months)

**CO-CURRICULAR ACTIVITES AND ACHIEVEMENTS**

* Participated in World Ozone Day, Traffic Awareness Programs conducted by ISIF, IPER.
* Participated in Finance and Human Resource Club Activities.
* Participated in Ad-Mad Show during my graduation.
* Member of the choir and participated in various programs in college during my graduation.

**PERSONAL PROFILE**

* **Personal Information** : Female, 26, Married
* **Nationality** : Indian
* **Date of Birth** : 30.09.1990
* **Languages known** : Hindi, English and Malayalam
* **Preferred location** : UAE -Dubai
* **Salary expectation** : Negotiable
* **Visa Status**  : Family Visa (Husband Visa)
* **Availability** : Can Join Immediately

**I hereby declare that the information furnished above is true to the best of my knowledge and belief.**

**Place:**