



KH DOLOUNE

PGDM- Finance & Operations

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Skills

MS- Office

IBM- SPSS

Financial Accounting

Punctuality

Team Work

Adaptability

Academic Internships

State Bank of India

April 2024- June 2024

- Conduct thorough document and KYC verifications, ensuring compliance with the company policy.
- Update customers' records efficiently and accurately enhancing data integrity and reducing errors.
- Handling outbound customer service calls

Academic Projects

- Dissertation 2024
Financial literacy among young adults: A study in Kerala
- Internship Project 2023
Study on Customer Experience on SBI's Banking Services with special reference to SBI Senapati Branch, Manipur
- Dissertation 2022
Study on Problems Faced by Retailers with special reference to Senapati Headquarter

Academic Qualifications

●	Post Graduate Diploma in Management Rajagiri Business School, Kochi (Autonomous)	CGPA: 6.75	2022 - 2024
●	Bcom – Accounting Don Bosco College, Maram, Manipur	CGPA: 7.58	2019 - 2022
●	12th, CBSE Mt. Zion Sr. Sec. School	69.8%	2017 - 2019
●	10th, CBSE Mt. Zion Sr. Sec. School	85.5%	2017

Certifications

- Microsoft office Specialist: Excel Associate (Office 2019)
- International Business Machines (Statistical Packages for Social Sciences)
- Employability Skill Development Program
- Foundation in KYC and AML

Activities

- Kalypso- Organised by Rajagiri Centre of Business Studies, 2023
- Vanavasam- Organised by Rajagiri Centre of Business Studies, 2023
- Rural Sensitization camp- Organised by Rajagiri Centre of Business Studies, 2022