

NAVEEN KUMAR PAL

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OBJECTIVE

Seeking to leverage my experience in banking and BPO operations to transition into a process associate role in a reputed MNC. Committed to delivering accurate documentation, efficient process management, and customer-centric solutions. Eager to enhance my skills and contribute to process improvements while ensuring compliance with regulatory standards in a dynamic corporate environment.

CORE SKILLS

•Banking Process Knowledge • Data Entry Documentation • Compliance Risk Management • Customer Support Problem Solving • Time Management • MS Office CRM Tools • Communication Skills • Team Collaboration

Education

Dr. A.P.J. Abdul Kalam Technical University , Master of Business Administration -Marketing And Finance	Aug 2021 – May 2023
Veer Bahadur Singh Purvanchal University , Bachelor of Science - Math and Physics	Aug 2018 – Jul 2021
The Ideal New Star English School ,Intermediate - PCM	Aug 2014 – May 2016
Harihar Singh Academy ,High School - PCM	Jul 2013 – May 2014
Intellipaat , Executive Post Graduate Certification in Data Science And Artificial Intelligence	Apr 2024 – Mar 2025

Experience

Bandhan Bank Ltd-Teller	Apr 2023 – Mar 2024
<ul style="list-style-type: none">• Handle transactions for customers, including check cashing, deposits, withdrawals, transfers, loan payments and Repayments, cashier's checks, and opening and closing of accounts.• Reconcile cash drawers at the end of your shift, count and package coins and currency• Track, record, report, and store transactional information and special requests.	

Languages

English: Intermediate
Hindi: Native