VAIBHAV BUNDELA

Banking Operations & Customer Relations Executive

CONTACT

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vaibhavbundela01@gmail.com

4th June 1996

EDUCATION

Masters of Education
J.S. Shikohabad (U.P.)
2019 - 2021

Integrated B.A. B.Ed. Special Education
Amity University, Noida (U.P.)
2015 - 2019

Class XII
Assisi Convent School, Etah (U.P.)
2015

Class X
Assisi Convent School, Etah (U.P.)
2013

CORE COMPETENCY

- Proficient with AML, KYC, Compliance
- Banking technicalities
- Customer Relations
- Microsoft Office
- Technical Support
- Agile Learner
- Communication
- Team Management
- Problem Solving Skills
- Flexibility and Adaptability

SUMMARY

HR POOJA

An agile learner with varied experience working in an esteemed Banking Operations and Aviation organization as well as teaching students during multiple internships. An effective communicator with excellent interpersonal, logical thinking and analytical abilities. Proficient with MS Office, Windows and Internet Applications. Highly committed towards work dealing work pressure calmly.

WORK EXPERIENCE

Banking Operations & Customer Relations Executive (Mar'2024 - Oct'2024)
HDFC Retail Branch Banking l Etah

- Utilized strong **analytical skills** to identify and **report suspicious transactions**, playing a key role in **Risk Management** and **Fraud Prevention**.
- Ensured **compliance** with **regulatory requirements** by conducting thorough **Know-your-Customer (KYC) checks**, verifying customer identities, and maintaining accurate records.
- **Addressing customer queries** on banking products, services and issues, focus enhancing customer satisfaction.
- **Efficiently managing daily cash** transactions, checking accuracy, and adherence to bank policies.
- Identifying opportunities to cross-sell banking products like Investment Options, Insurance etc. contributing to bank's growth
- Providing customers with latest information on **new banking policies**
- Ensuring **regulatory compliance**, minimising risk and boosting security.

Reservation Executive
SPICEJET | Gurugram (Nov'2022 - Nov'2023)

- Encouraged mutual trust, respect, and cooperation among team members.
- **Promoted** brand loyalty scheme to boost repeat booking.
- Used up-selling to promote airline services and facilities for **higher profit margins**.
- Greeted customers with warmth and enthusiasm for faultless front house service
- Employed strong product and systems knowledge to handle booking inquiries.
- Acted as the **first point of contact** for customers to resolve potential issues with reservations.
- Maintained **product knowledge** to provide accurate information on local tour services.

CERTIFICATIONS

- Certified by **Udemy** for completing course on "**Anti-Money Laundering Concepts: AML, KYC and Compliance"**
- **Achieved** expertise in **customer due diligence** and **risk management**
- **Highlights** commitment to **compliance** and **risk management** in the **Financial Industry**

INTERNSHIPS (2015-19)

AMITY SCHOOL, Noida
- Taught students and monitored their activities.
- Organized extra-curricular activities for the students.

NATIONAL ASSOCIATION FOR THE BLIND
- Undertook responsibilities to help the specially challenged students.
- Diligently performed all the duties assigned.

NATIONAL INSTITUTE FOR EMPOWERMENT OF PERSONS WITH MULTIPLE DISABILITIES (DIVYANGJAN)
- Worked for various departments in the field of Multiple Disabilities.
- Appreciated for good conduct and character.

TRAINING & VOLUNTEER WORK

- Completed Spicejet training, became proficient in using **Navitaire** software.
- Attended a workshop on methodologies for Smart Cane usage and impart training to person's visual impairment, conducted by 'Training-the-Trainer Workshop'.
- Worked as a volunteer for the '**Amity Youth Fest**' held at Amity University.

ACHIEVEMENTS

- Achieved **2nd position** in Running Competition organized by **Sangathan,** the Sports committee of the college. (2017)
- Secured **3rd position** in Cricket Competition organized by **Sangathan,** the Sports committee of College. (2016)
- **Ranked 1st** in Basketball in Inter Sports Competition of School. (2015)