

# SUSHANT DHIR

## ABOUT ME

28 years (DOB 01/01/1997)  
MBA[FINANCE] and B.Com Graduate

## CONTACT

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Location: Gurgaon, Haryana

## KEY SKILLS

- Communication
- Ability to Work under Pressure
- Knowledge of retail banking software : Oracle Flexcube, Deliverable Management system.
- Microsoft excel proficiency
- Problem-solving
- Teamwork
- Multitasking

## HOBBIES

Playing basketball and football, music, cooking and travelling.

## CAREER OBJECTIVE

I am Sushant Dhir who aims to find an exciting and challenging entry level position in the company which will continuously motivate and drive to do my best and improve my skills and abilities in order to assist the company in achieving its company mission and goals.

## EDUCATION

- Master of Business Administration (Finance) — Guru Nanak Dev University College Jalandhar GNDU Amritsar, 2020
- Bachelor of Commerce — Panjab University, 2017
- 12-(Commerce) -JC DAV collegiate School, 2014
- 10<sup>th</sup> — DAV Public School, 2012

## WORK EXPERIENCE

### **CUSTOMER SERVICE EXECUTIVE AT HDFC BANK, HOSHIARPUR, PUNJAB**

#### **[MAY 2023 TO MARCH 2024]**

- Assisted with the account opening ensuring full compliance with KYC and AML regulations. — Provided excellent customer service to retail banking clients at HDFC BANK
- Processed various banking transactions including deposits, withdrawals and transfers with a focus on KYC/AML adherence.
- Educated customers on banking products and services offered by HDFC Bank, including compliance requirements.
- Identified and recommended appropriate banking solutions to meet customer needs.
- Promoted customer satisfaction and retention through proactive engagement and adherence to KYC/ AML standards.
- Ensured compliance with banking regulations, internal policies and KYC/AML guidelines.

## SUMMER TRAINING AND PROJECTS

- SUMMER TRAINING AT SHAREKAN PVT. LTD [6WEEKS] Project and Presentation on the Operations of MutualFunds. [Summer training project].
- Seminar Presentation on How an Aadhar is Breaching the privacy of citizen of India. [Academic project].
- Entrepreneurship awareness camp under the aegis of **Entrepreneurship development institute of India, Ahmedabad.**