

# SONIKA NAGAR

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## Career Objective

Detail-oriented professional with experience in client advisory, documentation review, and analytical decision-making as a Personal Banker at HDFC Bank. Adept at breaking down complex information, conducting research, and delivering clear, structured communication.

## WORK EXPERIENCE

### Assistant Manager – Personal Banker Sales

HDFC Bank Ltd. | Nov 2023 – July 2025

- Managed and analyzed customer financial information to recommend suitable banking products and services.
- Handled large volumes of data and documentation with strong accuracy and attention to detail.
- Validated customer information by conducting background checks, documentation verification, and research.
- Communicated complex banking terms in clear, simplified language for customers.
- Resolved customer queries through logical problem-solving and scenario-based assessment.
- Collaborated with branch and regional teams to meet service, compliance, and sales targets.
- Maintained high accuracy in record-keeping and compliance audits.
- Trained new team members on processes, documentation checks, and customer handling.

### Key Achievements:

- Increased portfolio growth by 19% within 6 months.
- Reduced customer complaints by 30% through proactive issue resolution and excellent service.

## EDUCATION

### B. Com (Hons.)

Daulat Ram College, Delhi University | Passed in 2023 | Scored 6.9 CGPA

### 12<sup>th</sup> (Commerce)

Kendriya Vidyalaya, Greater Noida | Scored 89% overall in board examinations. | Served as Head Girl of the school

## SKILLS

- Banking Operations
- Account Management
- Client Dealing
- Loan Serving
- Regulatory Compliance
- Account Reconciliation
- Payment Processing
- KYC and AML

## CERTIFICATIONS

NISM Certification (National Institute of Securities Markets)

IRDA Certification (Insurance Regulatory and Development Authority)