



MANU GOEL

CAREER OBJECTIVE

Looking for an opportunity to synergize my ability and efforts with the demanding performance standards and contribute towards its achievement

WORK EXPERIENCE

Dispute/ Chargeback Analyst - Accertify

Job Duration: Sep, 2025 – Feb, 2026

- Assisted in reviewing disputed transactions and gathering supporting documentation.
- Maintained dispute tracking logs and ensured timely submission of evidence.
- Analyzed dispute reason codes and flagged high-risk transaction patterns.
- Supported fraud prevention initiatives to reduce recurring disputes.

Assistant Manager-Branch Banking – Bandhan Bank

Job Duration: May, 2024 – Sept, 2025

- Processing non-financial Account Instructions of the customers like demographic changes, account modifications, dormancy removal, deceased claim settlement, etc.
- Conducting KYC document verification, Customer Identification & Due Diligence at the time onboarding customers.
- Managing end-to-end re-KYC process for the existing customers, which includes KYC document scrutiny, customer profiling & field investigation/verification wherever necessary.
- Performing cash & non-cash (Fund Transfer, Cheques/DD, etc.) transactions & service requests, while ensuring strict adherence to compliance.
- Assisting in periodic Branch Audits and drafting fulfilment responses of the queries and requirements raised by auditor.
- Assuring best customer experience & complaint management by ensuring service delivery within TAT & First Time Right (FTR).

Executive Manager-Virtual Relationship Management – IndusInd Bank

Job Duration: August, 2022 – May, 2024

- Customer portfolio management & deepening relationship value.
- Assisting customer in digital-banking channels access & navigation.
- Cross-selling various financial products to mapped customers.
- Acting as one point of contact for mapped customer portfolio for their overall banking related queries & requests over virtual channel.

Assistant Manager-Phone Banking – Kotak Mahindra Bank

Job Duration: September, 2013 – November, 2014

- Assisting retail customers of the bank on their various banking related queries over phone banking channel.
- Processing various channel accesses & deliverables related requests.
- Raising & tracking of customer's complaints and various non-financial service requests with different departments of the bank.
- Raising disputes for fraud/disputed transactions reported by customer

PROFILE

A hard-working professional who has pursued her Bachelors of Commerce from University of Delhi and having working experience of branch banking operations, branch audit/regulatory compliance, customer service and client relationship management. Keen learner with constant zest to acquire new skills.

Excellent communication, analytical & multi-tasking abilities. Good with time management, adaptability & change management. Urge to improve skills and grow vertically within the organization.

CONTACT

Phone: +91-9560622147

Email: mg25089289@gmail.com

Address: E-66, E - Block, New Seelampur, Delhi - 110053

PERSONAL DETAILS

Date of Birth: 25th August, 1992

Gender: Female

Marital Status: Married

Education Details

Bachelor of Commerce, 2010-2013

Mata Sundri College for Women, University of Delhi

Senior Secondary School with Commerce, 2010

Bal Mandir Senior Secondary School, C.B.S.E.

Secondary School with Commerce, 2008

Bal Mandir Senior Secondary School, C.B.S.E.