**DEEPALI NANDA**

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**CAREER OBJECTIVE**Seeking a career in a healthy, innovative and challenging environment, extracting the best out of where I can enhance my skills to meet company goals and objectives with full integrity and zest.

**PROFESSIONAL SYNOPSIS**

Working with Royal Bank of Scotland as Analyst for 33 months as an Analyst.

**PROJECT TITLE : Customer Services and operations Analyst**

➢ Working and bringing a genuine interest in helping people, with a service focus and excellent understanding skills to RBS as a customer service representative

➢ Furnished prompt, courteous professional customer service while assisting customers with account information and responding to enquiries and complaints.

➢ Opened/closed accounts including Checking savings, Money market,Certificate of Deposit, Ordered bank supplies, amended address and provided navigational assistance with online and mobile banking.

➢ Maintained high volume of work, while ensuring highest confidentiality with the quality score of 100% in all the months.

FROM Aug,2018 still working

**CAREER HIGHLIGHTS**

➢ Handling customers with their query related to Current/ savings account ➢ Working with and advising customers in opening accounts and performing transactions.

➢ Collect customer information and input data into the system ensuring the confidentiality at all times.

➢ Assist customers with taking out different types of loans including personal auto home equity etc.

➢ Meet with new bank customers to explain all the services and features the bank has to offer.

➢ Place phone calls to current bank customers regarding account changes or suggested options.

➢ Monitoring the overall functioning of the processes, identifying improvement and implementing adequate measures to complete work efficiently and effectively.

➢ Achieving the assigned productivity and accuracy targets as well as turnaround time. **ACADEMIC QUALIFICATIONS**

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| **QUALIFICATION OBTAINED**  | **INSTITUTE** |
| **B.A. HONS. English**  | **SCHOOL OF OPEN LEARNING, UNIVERSITY OF DELHI** |
| **M.A. English**  | **IGNOU** |
| **INTERMEDIATE**  | **GGSSS NO.1 SHAKTI NAGAR** |
| **MATRICULATION**  | **GGSSS NO.1 SHAKTI NAGAR** |

**COMPUTER PROFICIENCY**

➢ Learnt MS office and Advanced Excel from NIIT (2017-18).

➢ Extensive experience of using MS Excel and MS word.

**EXTRA CURRICULAR ACTIVITIES**

Certificate in French Language from University of Delhi.

**STRENGTH AND SKILLS**

➢ Willingness to learn

➢ Adaptable and Self Motivated to a fast moving environment

➢ Committed team player with flexible approach to work

➢ Ability to learn quickly and strive hard to attain perfection

**PERSONAL PROFILE**

Date of Birth 01-11-1996

Linguistic Proficiency: English & Hindi

Residential address: A-63 Sant Nagar, Burari. Delhi 110084