

## CONTACT

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## EDUCATION

Tribhuvan University

Masters of Business

Management

(2014 - 2017 )

Grade –A

CGPA-3.82

Specialization: Banking and

Finance

## TOP SKILLS

Microsoft Office

Customer Service

Office Administration

## LANGUAGES

Hindi (Fluent)

Nepali (Native)

English (Fluent)

## TRAININGS

Operational Risk Management

Anti Money Laundering

Account training

Proficiency in Office Applications

Customer Service

## ANKITA GUPTA

### Summary

Skilled in Time Management and Financial Reporting. Focused on Business, Commerce, Finance and Banking sector. I am a team player with strong interpersonal skills having developed my relationship with my colleagues and clients over the years.

### EXPERIENCE

#### DELMA EXCHANGE (Dubai)

Teller/ May 2022 - November 2022

#### RETAIL/COMPLIANCE DEPARTMENT

- Manage and handle the cash/cheque transactions and ensure the delivery of quality service to customers.
- Customer registration and send money to different nations using different products like Transfer, Instant cash, Ria Money, Western Union.
- Foreign currency exchange at prevailing rates.
- Ensure all routine processing is done and preparing monthly report and communication with the clients and internal departments.
- Conduct WPS and CTRT transactions.
- Carry out CCD and EDD as per AML guidelines.

#### HOTEL PAWAN PALACE PRIVATE LIMITED (Nepal)

Administrative Assistant/ February 2020 - March 2021

- Provides administrative assistance to senior management, preparing statistical reports and addressing routine information requests.
- Assists with associate functions such as preparing correspondence, receiving visitors, arranging conference calls and scheduling meetings
- Prepares documentation for payment of vendors, suppliers and other third parties as applicable and submit documentation.
- Participates as a team member on departmental related business improvement assignments and projects as needed.
- Answers or redirects, routine inquiries from external or internal sources about the organization/department, its activities, or processes so callers/visitors are answered promptly and accurately

## PROJECTS

Participated the workshop on one day competition.

Presentation in conceptual review in emerging issues organised by MBM Department.

Participated and secured first position in one day seminar Module Competition.

Organizer of Mega Event NCC fusion fest

## **NEPAL BANGLADESH BANK (Nepal)**

**Assistant/January 2018 - January 2020**

### **OPERATION / COMPLIANCE DEPARTMENT**

- Daily ATM cash verification.
- Account opening of different nature and prepare customer due diligence report.
- Cheque clearing through Electronic Cheque Clearing System.
- Performing cash deposits, payments ,withdrawals, foreign currency exchangeand several teller services.
- Ensure KYC workflow tool and Core Banking System (CBS) is kept up to date.
- Watching suspicious transactions through Go-AML and Threshold transaction reporting coordinating with compliance regulations.
- Apply share through C-ASBA (Centralized Application Supported By Blocked Amount)

### **CREDIT DEPARTMENT**

- Issuing Letter of credit, bank guarantees and TT( Telegraphic Transfer).
- Prepare credit proposal, offer letter,collateral inspection report. and carry loan disbursement functions.

### **DIGITAL AND TRANSACTION BANKING DEPARTMENT**

- Carry on mobile banking, e-banking and connect IPS services,

## **GOENKA GROUP (Nepal)**

**Administration Assistant/ April 2012 - April 2014**

- Prepare regular financial and administrative reports.
- Assist and support sales and marketing teams to maximize revenues.
- Assist and support in branding and advertisement.
- Prepare and analyze financial statements for the management team.
- Assist and support accounts department in financial operations.

## **Nepal Investment Bank Limited**

**Intern/ May 2012 - July 2012**