



NAMEERA CHISHTI

PROFILE

Detail-oriented finance professional with demonstrated history of working in client-focused roles. Skilled in providing enhanced customer service, due diligence and KYC standard protocols. Seeking a role in a corporate setting to utilize my skillset towards achieving organizational goals.

EDUCATION

Msc. Finance and Management

University of Glasgow, Scotland, United Kingdom | June 2021

Bachelors in Business Administration - Banking & Finance

Sharda University | Greater Noida, India | May 2018

WORK EXPERIENCE

Customer Service Associate

Al-Farzan Tours & Travels | Srinagar, India | August 2021- January 2023

- Worked on outbound sales initiatives and increased lead generation by 20% in the first quarter
- Built ongoing relationships with customers to enhance their satisfaction and received 76% in customer service feedbacks.
- Ensured travel itinerary accuracy, collecting customer fees and passport screening for positive identification process.
- Developed strong business relationships with existing customers as well as prospects leading to 27% customer retention.

Customer Service Associate

HDFC Bank Ltd, India | May 2017- July 2017

- Reviewed financial accounts, bank statements and risk reports to process loan applications
- Completed know your customer (KYC) checks during the borrowers on-boarding journey and referring cases to AML and Fraud teams where required.
- Used third party systems to collect information on the applicant and their business.
- Performed rigorous quality assurance: Reconciled loan documents and internal system data for completeness and accuracy
- Performed enhanced and specialized due diligence reviews on high risk business clients.

CONTACT DETAILS

+ 971 562392033

nameerachishti19@gmail.com

[LinkedIn Profile](#)

SKILLS SUMMARY

Customer Service

KYC Verification

Transaction Monitoring

Problem-solving

MS Excel, MS Powerpoint

AWARDS & ACHIEVEMENTS

■ Award of Honor -Adept Coordinator of cultural event (Nawrooz), SBS, Sharda University (2016)

■ Adam Smith Business School Excellence Scholarship, University of Glasgow (2019)

LANGUAGES

English (Fluent)

Hindi (Native)

REFERENCES

Available on Request