

# Kanika Bhatia

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## Summary

A commerce graduate with an experience of over 5 years in various fields which includes KYC, Travel, Telecommunications and working with an NBFC. Intend to learn something new each day and contribute to the organisation by adding value and exploring the job role to the fullest which helps meet organisational and personal goals.

## Experience



### **Advisor at BT GLOBAL BUSINESS SERVICES INDIA PVT. LTD**

BT Group

Jul 2022 - Present (1 year)

Currently working as an Advisor with EE (one of the leading network service providers in the UK).

Key Responsibilities- Grievance management, helping customers with payment period extension due to financial crisis, advising and selling the best phones and plans to the customers as per their credit rating, needs and payment ability.



### **KYC Analyst**

Accenture Services Private Limited

Oct 2020 - Jan 2022 (1 year 4 months)

Worked as a KYC Analyst for National Australian Bank.

Key responsibilities-To verify if customer KYC has been completed on the account, to locate duplicate accounts of customers to avoid fraud, to monitor if high value transactions are being carried out on a regular basis other than Business accounts.



### **Senior Travel Advisor**

CONCENTRIX DAKSH SERVICES INDIA PRIVATE LIMITED

May 2019 - Sep 2020 (1 year 5 months)

Worked as a Senior Travel Advisor for MakeMyTrip (a leading Online Travel Agency).

Key Responsibilities- Handling premium membership customers, assisting customers in rescheduling and cancelling flights and hotels, grievance handling.



### **Assistant Branch Head**

Manappuram Finance Limited

Apr 2017 - Mar 2019 (2 years)

Worked as an Assistant Branch Head in Manappuram Finance Ltd. (NBFC)

Key Responsibilities- Customer dealing, measuring purity of gold and offering gold loan, insurance and business loans to customers, cash and collateral management.

## Education

**Miles Education**

CPA (Pursuing), Accounting and Finance

**jims-delhi**

Bachelor of Business Administration, Business Administration and Management,  
General

2012 - 2015

**Sadhu Vaswani International School - India**

Intermediate (Commerce), CBSE

2011 - 2012

**Sadhu Vaswani International School - India**

Matriculation, CBSE

2008 - 2009

## Hobbies

A travel enthusiast

Keen interest in exploring the unexplored

Playing brain games

A daily dose of nature that keeps me alive

Practicing Meditation