

ANJALI THAPA MAGAR

PROFOSSOINAL SUMMARY

To build a carrier in a growing organization, where I can get the opportunity to prove my abilities by accepting challenges. Fulfilling the organization goal and climb the carrier ladder through contributions, learning and commitment. To become a good staff with hardwork & honesty.

WORKING HISTORY

CUSTOMER SERVICE DEPARTMENT

Sahara Nepal Saving and Credit Co-operative

- Inquires customer and offered assistance.
- Ensured customer satisfaction by responding to their inquiries and concerns.
- Handled all the remittance transactions of respective branch. Handled in-person, email and mailed correspondence.
- provided professional and helpful support to new and existing clients. Issued cheques and activated ATM cards and mobile banking.
- Prepared Necessary forms to complete transactions.

Teller / Cashier

Sahara Nepal Saving and Credit Co-operative

- Handled transaction for customer including cheque payment, deposit, loan payment and opening and closing of accounts.
 - Reconciling cash drawers.
- Perfomed cashier duties including end-of-banking.

ACADEMIC QUAIFICATION

- **Higher Secondary Level (+2)** passed from East Horizon English Higher Secondary School.
- **School Leaving Certificate (SLC)** passed from East Horizon English Higher Secondary School.

CONFIDENT IN MY ABILITY TO

- Quick learner, ability to think positive, work on pressure and face challenges.
- Good Communication skills.
- Very good organizational and administrative skills, ability to multi-task.

DECLARATION

I hereby declare that the above mentioned information are true and correct to the best of my knowledge and belief.



CONTACT

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Nepali

SKILLS

- MS Excel and MS Word
- Windows
- MFIN Software
(Micro finance & co-operative software)
- Email & Internet
- Customer relations
- Record maintenance
- Data confidentiality
- Cash handling & Management
- Report generation

ADDITIONAL INFORMATION

- ATM activation and Mobile Banking Training.
- CSD Management Training.
- Remittance Training.

LANGUAGES

Nepali: Native
English
Hindi