



Anjila Kattel
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Career Objective:

Highly motivated individual with experience in providing compassionate and comprehensive case management services to clients. Extensive knowledge of community resources and programs available to clients and their families. Skilled in developing individualized service plans and coordinating services with other departments and organizations.

Summary of Skills:

Experience of retail banking and financial services, interacting with high-profile customers.
Proficiency in written and verbal English language.
Familiar with banking and financial products offered by banks.
Excellent leadership, analytical, and team working skills.
Adept with local banking practices and state and federal banking rules.

Academic Qualification:

Master's in business administration (MBA)

Specialization – HR MANAGEMENT

Purbanchal University School of Management 2019 – 2022 (Duration – Fourth semesters)

CGPA: - 1st Semester – 3.2 / 2nd Semester – 3.68 / 3rd semester – 3.55 4th semester – THESIS Submission Pending

Bachelor on Business Administration (BBA)

Purbanchal University School of Management 2014 – 2018 (Duration – Eight Semesters) CGPA – 2.94

Work Experience:

AL Fardan Exchange LLC



Service Officer

06-2022 Till 09-2023

Key Role,

- Served customers by completing their transactions, foreign currency exchange.
- Contributed to team effort by accomplishing currency transaction reports.
- Maintained KYC by following UAE banking and financial services rules and regulations,
- Maintaining Due diligence of customer profile, and transaction,
- Complies with bank operations and security procedures by participating in all dual-control functions, maintaining customer traffic surveys, auditing other tellers' currency, and assisting in certification of proof results as needed.
- Cross-sells products by answering inquiries, informing customers of new services and products.
- Promotions, Records transactions by logging cashier's checks, traveler's checks, and other special services.



Mega Bank Nepal Limited

Operation Department,
Teller/Remittance/CSR 11 Nov 2019- 19 Dec
2021

- Demonstrated outstanding customer service, resolved customer concerns, and helped build customer loyalty.
- Maintained customer confidence and protected bank operations by keeping information confidential.
- Delivered professional and personalized customer service to corporations and individuals.
- Achieved 100% on deposits and accounts opening targets.
- Managed my personal goal aside from the company, for example 100% customer service surveys and error free transactions.
- Handling escalation and documenting entire procedures to ensure bounded by NRB rules and regulations.
- Performed as a team member in cross selling bank products to customers at every opportunity to meet sales goals regarding accounts, credit cards and loans.

Royal Marble Private Limited

November 2017-October 2019

Administrative Assistant

Key role:

- Made and distributed correspondence memos, letters, faxes, and forms.
- Assisted in the preparation of regularly scheduled reports.
- Initiated in developing and maintaining a filing system.
- Achieved 100% excellence in each submitted report.
- Ensured operation of equipment by completing preventive maintenance requirements.
- Processed vehicle insurance and renewals of company properties and documents in a timely manner.

Personal Details:

Date of Birth: 17-11-1996

Nationality: Nepalese

Marital Status: Married

Visa status: Family Visa

Certification:

Telemarketing Course

Issued – 10th September 2014

Part time Work:

Birat Media Pvt. Ltd.

Radio jockey: 2016-2019

Internship:

Kankai Bikas Bank Limited

18th August 2013 – 24 October, 2013 Damak, Nepal Rastriya Banijay Bank

31st Jan, 2018 18th April, 2018 Biratnagar, Nepal

Training:

- Proficient with Microsoft Word, Excel, and outlook.
- Thorough understanding of social media and social media analytics. Tele Marketing Training,

Declaration:

I hereby declare that the information provided is true to the best of my knowledge and belief.