# Nitin Kapoor

I am an optimistic person with a rational approach towards life. I am committed to my work, career and not hesitate in doing hard work. I am able to co-ordinate various activities and have immense desire to learn new skills to improve performance

971544553964 🔀 nitin.nath2022@gmail.com Oubai, United Arab Emirates **EDUCATION** SKILLS Graduation Kurukshetra University Kurukshetra Problem solving Team work 06/2006 - 06/2009 India

### WORK EXPERIENCE

### **Customer Service Specialist**

### Al Fardan Exchange Llc

07/2022 - Present

Graduation Bachelor

Dubai United Arab Emirates

Achievements/Tasks

- Provide excellent customer service in any assigned Al Fardan Exchange branch and attend customers for all business transactions available with AFFX.
- Handling customer complaints and resolving it within stipulated time frame.
- Record keeping of the relevant documents (RVF, STR etc.) for the branch.

### CUSTOMER RELATIONSHIP OFFICER

### Legacy Smart Financial Services

02/2022 - 06/2022

Dubai United Arab Emirates

Achievements/Tasks

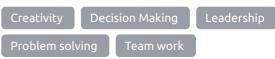
- Direct sales of banking products like Credit Card and Personal loan. Arrange meeting with Customers for the banking products through
- calling or Reference basis.
- Build Strong relationship with the customers for the quality business.

### **Relationship Manager/Branch Operation Manager** HDFC BANK LTD

#### 02/2013 - 09/2021

Hdfc Bank Ltd is one of the best private sector bank in India. Worked as Relationship manager for 8 years in Hdfc Bank 's Sustainable livelihood Initiatives department under the CSR initiative of Bank. Key responsibilities in assigned role are

- Adherence of BANK standards of Customer service and service updatation on time to time as per guidelines.
- Fake notes are to be reported immediately to the bank manager for take necessary steps to report to High authorities/Local Police.
- Adherence of AML policy under the Reserve Bank of India Guidelines.
- As banker i worked on Preparation of all reports and Managing it on daily basis with updation on other files .
- Audit issue and compliance management. Documents quality and query solutions on time.
- Customer Management that's included customer queries Solution on time



## ACHIEVEMENTS

#### Best RelationShip Manager

Achieved Best Relationship manager Awards Two times in HDFC Bank For Height Disbursement and King size Clean portfolio in North india.

### Talent pool

Achieve Talent pool Three Times on achieving Height Rating in overall Business Achievement

### ORGANIZATIONS

Al Fardan Exchange Llc (07/2022 - Present) Customer service specialist

Legacy Smart FinancialServices (01/2022 - 06/2022)Customer Relationship Officer

Hdfc Bank Ltd (02/2013 - 09/2021) Customer Relationship Manager

### CERTIFICATES

Financial Literacy (06/2020) Issue by Hdfc Hr & Learning department

### LANGUAGES

English Full Professional Proficiency

Hindi Native or Bilingual Proficiency

Punjabi Full Professional Proficiency

Urdu Limited Working Proficiency

### **INTERESTS**

Adventure Activities

Traveling

Music listening

India