

Nitin Kapoor

Customer Service, Bank Operations and sales

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

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☎ 971544553964

📍 Dubai, United Arab Emirates

EDUCATION

Graduation

Kurukshetra University Kurukshetra

06/2006 - 06/2009

Graduation

- Bachelor

India

WORK EXPERIENCE

Customer Service Specialist

Al Fardan Exchange Llc

07/2022 - Present

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 AFEX.
- 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

India

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 updation 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

SKILLS

Creativity

Decision Making

Leadership

Problem solving

Team work

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 Financial Services (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