

Nitin Kapoor

Bank Operations ,Customer Service

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

India

Graduation

- Bachelor

WORK EXPERIENCE

Officer Customer Experience

Al Fardan Exchange Llc

07/2022 - Present

Dubai United Arab Emirates

Al fardan exchange is leading exchange in UAE

Achievements/Tasks

- Provide excellent customer service in any assigned Al Fardan Exchange branch and attend customers for all business transactions available with AFEX. Regular follow-ups and updates on ongoing activities with customers .
- Resolving all customer issues to ensure 100% satisfaction and maintain positive relationships with direct customers.
- Record keeping of the relevant documents (RVF, STR etc.) for the branch.
- Oversee the preparation of financial statement, activity reports, cash flow .
- Currency Management
- Adherence of Compliance and Audit policy under the CBUAE Guidelines.

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.
- 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

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

TRAINING

Fake Currency & Remittance Awareness (Adv)"

CBUAE, Consumer Protection & Marketing Conduct

Information Security & Cyber Threats (Adv)

LANGUAGES

English

Full Professional Proficiency

Hindi

Native or Bilingual Proficiency

Punjabi

Full Professional Proficiency

Urdu

Limited Working Proficiency

INTERESTS

Adventure Activities

Traveling

Music listening