

# SEEMA THAPA

+971505672644

seemathapa0307@gmail.com  
Abu Dhabi, United Arab Emirates



## SUMMARY

Banking professional with over 3years of experience in customer service and sales within the financial sector.Proven expertise in handling credit card loans, account management, and daily banking operations. Strong ability to provide excellent customer service, resolve client inquiries, and ensure compliance with banking policies. Skilled in cross-selling banking products and maintaining high customer satisfaction. Adept at managing financial transactions, processing loans, and ensuring smooth account openings and closings. Seeking to contribute my expertise in a dynamic banking environmen.

## EDUCATION

Dyal singh college 2014- 2017  
Bachelor of Arts (B.A) from Delhi University, India  
RJSKV School 2012-2014  
Higher Secondary Education from CBSE Board  
RJSKV School 2010-2012  
Senior Secondary Education from CBSE Board.

## PASSPORT DETAILS

Passport Number-PA0641488  
Date Of Issue-11 Aug 2022  
Date Of Expiry-10 Aug 2032  
Date Of Birth-07 Aug 1996

## PROFESSIONAL EXPERIENCE

Legacy Smart Employment Service .LLC

2024 -Present

### Sales Relationship Officer

- Conduct managed the promotion and sales of credit cards and loan products to potential clients, driving consistent growth in customer acquisition.
- Built and maintained strong relationships with clients to identify their financial needs and offer tailored banking solutions.
- Collaborated with internal teams to streamline the loan processing and approval workflow, enhancing customer satisfaction.
- Regularly followed up with clients to ensure smooth onboarding and product satisfaction, ensuring a high level of customer retention.
- Delivered monthly performance reports to management, highlighting key achievements, challenges, and strategies for target improvement.

McDonald's

Crew

December 2022- February 2024

- Ensured a positive and memorable customer experience by welcoming guests, addressing inquiries, and assisting with orders.
- Proactively engaged with customers to understand their needs and provide personalized service to enhance guest satisfaction.
- Assisted in resolving customer complaints and concerns promptly to maintain high levels of guest satisfaction.
- Collaborated with the kitchen and front-of-house teams to ensure seamless service delivery and timely fulfillment of orders.
- Promoted menu items and special offers to guests, increasing upsell opportunities.
- Supported staff training initiatives, ensuring team members were well-versed in customer service standards.

## Skills

- Assisted Strong organizational and time-management .
  - Exceptional communication and interpersonal .
  - Ability to work independently and as part of a team.
  - Detail-oriented and able to handle multiple tasks simultaneously.
  - Experience in managing budgets and handling financial documents.
  - Knowledge of Microsoft Office (Word ,Excel,Powerpoint)
  - Positive attitude and willingness to go above and beyond to ensure customer satisfaction.
- 

## Hobbies/Interests

- Problem Solving and Puzzles  
Enjoy engaging in logic puzzles and brain games, which improve analytical thinking and decision-making skills relevant to the banking sector.
  - Reading:  
Regularly read books and articles on personal finance, economics, and leadership, staying informed on industry best practices.
  - Fitness and Wellness:  
Maintain a strong focus on personal well-being through regular exercise, fostering discipline and a positive mindset for achieving professional goals.
  - Traveling:  
Passionate about exploring new countries and cultures, which enhances my global perspective and adaptability in diverse environments.
- 

## Declaration

I hereby declare that the information provided above is true and correct to the best of my knowledge and belief. I take full responsibility for the accuracy of the details shared in this document.