

Resume
Sonal Dange



Communication Details :

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OBJECTIVE

To keep myself as consistent performer always and be a valuable asset for the Organization.

PROFESSIONAL BACKGROUND

Organization- Podar international School, Pathardi

Duration- 22st Apr 2019 to till date
Designation- Front Desk Executive

Organization- IDFC Bank Ltd. Nasik

Duration - Since 20th Dec 2017 to 22th Jan 2019
Designation- Teller-Cashier, Flexi Banker.

Organization- HDFC Bank Ltd. Nasik

Duration- 01st January 2008 to 27th November 2017.
Designation- Customer Service Desk Officer, WBO-HDFC BANK

JOB RESPONSIBILITIES IN PODAR INTERNATIONAL SCHOOL, PATHARDI

- Handling all administration work related to admission.
- Counselling parents for new admissions.
- Solving queries related to administration.
- Maintain all attendance and admission registers.
- Coordinating with parents and principal.
- Arranging parent's appointments with principal.
- Monitoring maintenance and repairing work (keeping record of maintenance register)
- Keeping record of new hiring teachers. Scheduling interviews of teachers.
- Keeping record of ARF, GRN and monitor the same.
- Record maintenance to UDISE system.
- Coordinating with housekeeping staff
- Handling all transport related queries and coordinating with transport staff

Was a part of First Affiliation of school. Having experience to maintain record for Affiliation

JOB RESPONSIBILITIES IN IDFC BANK LTD

- Responsible for Cash & Counter handling and customer transactions
- Cash Receipts, Deposits & Payments
- Cash balancing
- Handling the Banking System
- Vault custodian
- Manage Petty Cash
- Filing of End of day (EOD) Reports & Updating Register entries daily
- Handling remittance Non-Cash transactions like DD/ MC/ TC, RTGS-NEFT & Fundtransfer etc.
- Branch ATM Replenishment, Reconciliation.
- Welcome calling & Greet customers entering establishments
- Resolve customer complaints
- Processing CASA Account opening forms
- Fixed Deposit Bookings
- Providing Balance confirmation & A/ c statements to clients.
- Processing KYC documentation, Modification –Addition in Existing A/ c.
- Processing KYC documentation, Modification –Addition in Existing A/c.
- Strict adherence of Audit Processes.
- Coordinating with the Customers & branch staff into Customer services operations for smoothen up the procedure.
- Keeping the track of all accounts if required update the changes as per Customer Request.
- Generating LEADS & REVENUE from footfall & Acting as a one point contact for the branch in terms of query solving of the customers.

JOB RESPONSIBILITIES IN HDFC BANK LTD

- Handling Co-op Banks A/c & UBS Accounts REFERENCE & CMS queries.
- Uploading Funding sheets & CBS cheque batches as well.
- Serving to D-mat customers for queries & resolutions.
- Handling Clearing operations- Fund Transfers, Dividend warrant processing, RTGS-NEFT.
- Keeping track of Call Money of Co-Operative Banks.
- Handling DD & MCK printing operations.
- Processing SGL deals for corporate customers.
- Fixed Deposit Bookings.
- Providing Balance confirmation & A/ c statements to all corporate clients.
- Processing KYC documentation, Modification –Addition in Existing A/ c for D-Mat A/ c holders.
- Strict adherence of Audit Processes.
- Coordinating with the Customers & branch staff into Customer services operations for smoothen up the procedure.
- Keeping the track of all accounts if required update the changes as per Customer Request.
- Acting as a one point contact for the branch in terms of Customer Service Desk - query solving of the customers.

AUDITS IN HDFC BANK LTD

Was a part of 7 Internal Audits & 7 Process Audits Conducted for the Branch as a junior officer.
Customer Service Desk with Satisfactory Remark.

ACHIEVEMENTS IN HDFC Bank

- Rewarded as CSD Best performance Award December 08.
- Managing 0% FTNR month on month.
- Appreciated from all the Customers & seniors for best services.
- Consistent rated satisfactory for Audit & Compliance.
- Awarded as Best Employee for the Quarter in 2013

EDUCATIONAL BACKGROUND

- M.COM (2005) –Pune University.
- B.COM (2003)—Pune University.

COMPUTER PROFICIENCY

MS Office, Tally 6.3

PERSONAL PROFILE

- Date of Birth : 11th May 1984
- Gender : Female
- Marital Status : Married
- Nationality : Indian
- Languages known : Marathi, Hindi, English.

I hereby confirm that the above information furnished by me is true & correct.

Date-

Ms Sonal Dange