



# Muskan Arora

Bhiwani, Haryana 127021

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## Objective

Looking to take on new professional challenges and work towards climbing up the corporate ladder. Analytical and results driven personal banker, adept at monitoring customer accounts to ensure accuracy of information and recommend bank services and solutions to meet their various needs.

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## Experience

- Baskethunt pvt ltd** June 2023 - August 2023  
HR Agent (Intern)  
Roles and Responsibilities:
  - End to End Recruitment.
  - Posting Job on LinkedIn, Naukri and other job apps.
  - Getting Applicants in the form of tickets.
  - Taking interview of candidates in the field of HR, Business Associate, Content writing, IT & Web Development, etc..
  - Selecting and Hiring the right candidates at right intern profile as per requirements.
  - Conducting the Onboarding Sessions for newly joined Candidates.
- Plada Infotech services Ltd (Yes Bank)** September 2023 - September 2024  
Phone Banking Officer  
Roles and Responsibilities:
  - Handling and Resolving Customer Queries and complaints over the phone.
  - Providing customers with information on various banking products and services.
  - Cross-selling of different Banking Products over the Phone.
  - Identifying and Converting the opportunities for cross selling.
- Equitas Small Finance Bank** September 2024 - Current  
Virtual RM (Assistant Manager)
  - Building relationships: Build and maintain virtual relationships with clients.
  - Understanding client needs: Understand client needs and provide personalized solutions.
  - Conducting virtual meetings: Conduct virtual meetings and presentations.
  - Resolving issues: Resolve client inquiries and issues.
  - Collaborating with teams: Collaborate with virtual teams to meet client expectations.
  - Providing customer service: Provide customer service and achieve sales targets.
  - Cross-selling: Cross-sell and enhance relationships with existing customers.
  - Selling products: Sell investment products like mutual funds, insurance, current accounts, and saving accounts.
  - Generating referrals: Generate referrals from internal databases.
  - Educating customers: Educate, encourage, and induce customers to use digital mediums for banking transactions.
  - Monitoring calls: Monitor call flow and volumes for their team.
  - Conducting reviews: Conduct reviews to increase team productivity.
  - Conducting huddles: Conduct daily huddles and team meetings to ensure job expectations and productivity are maintained.

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## Education

- Maharishi Dayanand University** 2022  
Bachelors of Business Administration  
67% 1st Division
- Maharishi Dayanand University** 2024  
Masters of Business Administration (HR and Finance)  
68% 1st Division

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## Skills

- Casa
- Banking
- Customer Service
- Customer Relationship Management
- Cross Selling
- Services Delivery

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### **Achievements & Awards**

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- Certificate of Course Completion by Teachnook (Wissenaire, IIT Bhubaneswar).
- Certificate of Organising an Event in our Management Department.
- Certificate of Participation in National Financial Quiz by Securities and Exchange Board of India and National Institute of Securities Market.
- Letter of Recommendation by Baskethunt Pvt. Ltd.
- Certificate of Internship Completion by Baskethunt Pvt. Ltd.
- Certificate of Internship Completion by Teachnook.

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### **Activities**

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- Event Management and Planning.
- 2 Months Human Resource Course Completion by Teachnook ( Wissenaire, IIT Bhubaneswar).

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### **Languages**

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- English
- Hindi