



Neelima Khanna

C/o Mr. Ranjan Khanna

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Banking professional having 16 years of experience in UAE. A multitasking person with excellent communication skills and have specialized in Customer service, Sales, complaint handling, quality, risk and compliance.

Experience

February- 2007 till May-2020 First Abu Bank (First Gulf bank)

Position - Team leader process management

Customer service and complaint

Handled a team for complaints and customer services and as a team we always maintained a TAT of 90 to 100% (using BPMS).

We successfully accomplished pilot testing of resolving accelerator complaints within 24 hours TAT.

Also provided extended services to customers with various service request based on requirement.

FAB has always given priority to customer services and we introduced customer value management and received an award for the best project (in year 2016).

Compliance responsibility

Handled compliance calls based on data provided from compliance team and monitored card behavior for the card user for identification of suspicious transaction and arranged KYC based on bank guidelines.

Reported all suspicious transaction or behavior and reported to the concerned compliance officer and maintained records.

Data loss prevention

Worked as DLP spoc with FAB IT data protect team in order to safe guard our customer Information. Monitoring emails to make sure that the user do not send sensitive or critical information outside the corporate network.

Handled level 1st to monitor and report the incident.

Also monitored level 2nd to check and release.

Quality and fraud detection

Based on DMAIC principle all card and PIL application checked and processed.

Helped and protected the bank against fraud.

Monitored the calls for BT/QC bookings .

Arranged CPV calls /complaints calls and monitored.

Received certificate for best performance in quality and complaints .(Q-1-2016)

- Requests related to card, auto loan, PIL, STL products and providing a constant feedback to sales.
- Engages in constant feedback and follow-ups on a day-to-day basis catering to the needs of the vast potential market based in Abu Dhabi, Dubai and Al Ain Region.
- Working as a team player and helping in grooming new team members.
- Keeping pace with changing market trends and developing strong in-depth product knowledge.
- A multitasking worker and handled all type of work related to support personal banking
- Assisted sales in various categories such as consolidation leads and updating.
- Assisted sales and branches for liability letter and offer letter issuance.
- Arranged registration and on boarding of new joiners with the bank.
- Participated in activity of sales and registered almost 593 job candidates.(FAB event 2020)
- Worked in sales with target achievement and introduced new businesses to the bank.
- Listed new companies with bank to enhance new business.
- Part of UAT testing for UAE FTS .
- Participated in DF merger activity with completion of 10000 CIF mergers.

March 2004 – Nov. 2006 Citibank (Arcadia Marketing) sales

Executive

- Marketed multinational financial products in a highly competitive market like Credit cards, personal loans and accounts
- Did consistent follow-ups on assignments to ensure that target deadlines are met. Maintained a successful spree of 1000 clients .
- Received top performer award southern emirates year 2006 (Citi bank)

Achievements:

- Got **WE FIRST** employee award in year 2013. (PBG SUPPORT FOR COMPLAINTS)
- Received certificate outstanding performance -2013
- Employee of the month FEBRUARY - 2014
- Achiever of the year – 2014
- Received best team leader awards for Complaints and Quality 2015 / 2016 .
- BRAVO AWARD Q-2 -2016 .(PERSONAL BANKING BEST PROJECT)
- AWARDED for best team Q -1 -2016
- Achieved targets and received appreciation from FGB (sales department)
- Received Best Performance Award for Year 2006 (citi bank)
- remained Shooting Star for April, May & June 2006(citi bank)

2003 –2004 Rotana Hotel Abu Dhabi, Tele Marketing

1999 – 2000 Star Gem India, Pvt. Ltd. New Delhi, India Office Coordinator

Education:

Delhi University, New Delhi, India

- **Post Graduation – Linguistics**

Delhi University, New Delhi, India

- **Diploma in German Language**

Miranda House, Delhi University, India

- **Graduation – BA**

Soft skills

Excellent communication skills , problem solving and a multitasking.

Additional Qualification

- MS Word , Power point ,MS project ,Excel ,introduction in web page.
- Customer service champion ship
- attended course in Lean Six Sigma and its application in banking (EIBFS)YEAR 2016
- Attended course in Quality management system (EIBFS)
- Secretarial course from Nadia's, Abu Dhabi
- Attended fraud and anti money laundering course with CITIBANK
- Done sales certification program (Meirc Training & Consulting)
- Completed fraud prevention and control course (certification from Banker's Academy)
- Several other banking courses related to banking
- AML, SANCTIONS, FRAUD PREVENTION ETC.

Interest

Painting, Music, Reading, Theater.

Languages

English, Hindi, Urdu and German

Personal Details - Indian national

Valid UAE Drivers License