

# **Monika Mittal**

Mobile: +91 – 9027079377

House No. 35, Sewa Kalan Majra, Dehradun - 248001

Email: monikamittal991@gmail.com

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## **SUMMARY**

Results-driven and detail-oriented professional with more than 2 years of experience in the banking industry, specializing in operations management. Adept at overseeing and optimizing critical processes to ensure efficiency and compliance within the fast-paced banking environment. Proven track record of successfully implementing and improving operational strategies, resulting in enhanced workflow and customer satisfaction.

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## **PROFESSIONAL EXPERIENCE**

### **RANDSTAD – (Comapany – Axis MAX LIFE INSURANCE Dehradun)**

Working as a **SP Retainer** – (Nov2022– Current)

#### **JOB RESPONSIBILITIES**

- Streamlined report generation by automating previously manual processes, enhancing efficiency.
- Accountable for meticulous record-keeping and the creation of Management Information System (MIS) reports tailored to the organization's requirements.
- Produced a comprehensive array of reports, including daily, weekly, monthly, and ad-hoc reports for management, totaling approximately 18 distinct reports.

### **HDB FINANCIAL SERVICES LIMITED (A Subsidiary of HDFC Bank)**

Worked as a **Junior Processing Officer** – (Sep 2019 – Nov 2021)

#### **JOB RESPONSIBILITIES**

- Customer liaison, front desk management, and efficient handling of inquiries.
  - Effectively communicating with customers and relevant parties regarding payment instructions.
  - Successfully managed front desk operations, ensuring a positive customer experience for both internal and external stakeholders.
  - Preparation of detailed and timely reports, including daily, weekly, fortnightly, monthly, quarterly, and ad-hoc reports.
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## **EDUCATION**

- **MBA in HR** from **SHUBHARTI UNIVERSITY MEERUT**, 2024
  - **Graduation** from **HNB Garhwal University** in **Bachelor of Science**, Year 2018.
  - **Senior Secondary** Schooling from **Saraswati Vidya Mandir**, Year 2015
  - **Higher Secondary** Schooling from **Saraswati Vidya Mandir**, Year 2013
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## **SKILLS**

- **Organizational skills:** The ability to manage time and resources, keep track of deadlines, and keep the bank running smoothly.
- **Verbal and written communication:** The ability to communicate effectively with clients, customers, and team members.
- **Ability to work as part of a team:** Collaboration skills are essential to achieve the trust of the front office, middle office, and other colleagues.
- **Confidence, proactive, logical, and excellent attention to detail:** Flexibility and the ability to cope with ever-changing market conditions are mandatory requirements for this role.

## **PERSONAL INFORMATION**

Date of Birth : 05/09/1999  
Father's Name : Mukesh Mittal  
Languages : Hindi & English  
Hobbies : Reading, Travelling & Dancing

**Date:** \_\_\_/\_\_\_/\_\_\_\_\_

**Place:** Dehradun

**(Monika Mittal)**