


# Kiranjeet Kaur Dhiman

Operations Head Axis Bank




## Personal details

 Kiranjeet Kaur Dhiman


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 Flat no 38C Third Floor,  
Essentia Homes, New  
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140603 Zirakpur


 September 24, 1993

## Skills


Analytical and Decision making 


Leadership Qualities 

Time Management 

Problem Solving Tools and Techniques 

Grievance and Redressal Mechanism 

Ms Office 

Risk Analysis 

## Profile

An accomplished Operations Head with a solid background in finance and marketing, adept at implementing efficient processes, demonstrating strong leadership and excelling in team management. Proven ability in budget management, monitoring sales targets and conducting performance analysis. Proficient in maintaining high operational standards and ensuring branch audit ratings.

## Education

### Masters in Finance And Marketing

Chandigarh University, Chandigarh

May 2015 - May 2017

### Bachelor's in Finance

Chitkara University, Chandigarh

Apr 2011 - Mar 2014

## Employment

### Operations Head

Axis Bank, Chandigarh

May 2019 - Present

- Implement efficient process and standards.
- Establish and review key operational risk indicators/key control standards and formulate action plans to minimize the Bank's exposure to fraud and losses.
- Leadership and Team Management.
- Managing budgets.
- Monitoring sales target.
- Performance measurement and analysis.
- Ensure compliance with Regulatory requirements relating to Banking Operations.
- To monitor and supervise all the operational activities of branch on daily basis and ensure satisfactory audit ratings for branch.
- Ensures timely response and resolution of customer issues.

### Virtual Relationship Manager

HDFC Bank, Chandigarh

Dec 2017 - May 2019

- Accurate resolutions for customer queries.
- Promoting Digital Banking services for a superior customer service experience.
- Accurate logging and resolution of complaints.
- Attrition control of customers.

### Executive Publisher

Vcommission Media Pvt Ltd., Chandigarh

Jan 2017 - Sep 2017

- New Publisher Onboarding
- Correct communication & fair expectation setting and updating formats as per the requirements.
- Connecting with E-commerce brands for digital promotions and sales

## Languages

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- English 
- Hindi 
- Punjabi 

## Hobbies

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- Exploring new places
- Music

## Qualities

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- Willingness to learn
- Ability to work in diverse culture and teams

offers for their products.

### **Business Analyst**

Apr 2014 - May 2015

Evaluateserve India Pvt Ltd., Gurgaon

- Evaluate and interpret data to provide valuable insights for decision making.
- Ensure data integrity and accuracy in all analyses.
- Maintain clear and comprehensive project documentation throughout merger and acquisition process.
- Conduct data modeling and analysis to support business needs.
- Analyze data models and derive logical conclusions from data.
- Develop innovative solutions for operational and strategic changes and budget and forecasting to ensure that costs do not exceed the limit.

## Achievements

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- Hit and exceeded sales by 15% for the months of April, May and June 2020.
- Maintained a customer satisfaction Rate and NPS score of 9 out of 10.
- Provided a highest level of customer relations approach.
- Best in class wire transfers payments, audit management and grievance closure.