



# KISHAN GUPTA

8546081188  
mailtokishangupta@gmail.com  
2L33 DABOULI KANPUR UP 208022

## OBJECTIVE

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To enhance my professional skills, capabilities and knowledge in an organization which recognizes the value of hard work and trusts me with responsibilities and challenges.

## EXPERIENCE

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21/08/23  
- Today

- **Deputy Manager - Operations**

Axis Bank

- Managed the loan disbursal process by adhering to a detailed checklist, ensuring each step was completed accurately and efficiently.
- Conducted thorough reviews of loan applications and documentation to verify compliance with internal policies and regulatory requirements.
- Collaborated with cross-functional teams to resolve any discrepancies or issues before loan disbursal.
- Implemented quality assurance measures that reduced errors in the disbursal process, enhancing customer satisfaction and retention.
- Managing Branch and concurrent audit and timely closure of findings
- Ensured adherence to Turnaround Time (TAT) targets for critical operations, including loan disbursal and file dispatch.
- Collaborated with team members to enhance communication and streamline processes, resulting in a consistent reduction in TAT.
- Developed tracking metrics to measure TAT performance, providing insights for continuous improvement to management.
- Trained staff on best practices to maintain TAT standards, fostering a culture of accountability and excellence.
- Delivered process-related training to staff, ensuring comprehensive understanding of compliance requirements and operational protocols.
- Conducted daily huddle sessions with the team to reinforce compliance standards, discuss challenges, and celebrate achievements.
- Monitored team performance and provided feedback to foster a culture of accountability and continuous improvement.
- Ensured alignment with regulatory standards through regular assessments and updates to training programs.
- Maintaining various MIS related to OTC/PDD, disbursal, dispatch, loan closure, document retrieval and tranche disbursement, FTR/FTNR, login, Cheque etc.
- Oversaw customer service operations by managing all activities related to customer requests, including NOC issuance, foreclosure queries, SOA issuance and NACH swapping.
- Handled customer complaints with empathy and efficiency, ensuring timely resolution and high levels of customer satisfaction.

- Developed and implemented processes to streamline customer request handling, leading to improved response times and service quality.
- Collaborated with cross-functional teams to address complex customer issues and improve overall service delivery.

01/06/2016  
-  
21/08/2023

- **Freelance Educator**  
Teachmint

- Provided personalized home tuition to students up to Class 10, ensuring a strong grasp of subjects.
- Utilized the Teachmint platform for assigning and tracking student assignments online.
- Focused on interactive and conceptual learning to enhance student performance.
- Successfully guided Class 10 students, leading to significant improvement in their academic results.

## EDUCATION

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|------|------------------------------------------------------------------------------------------------------------------|
| 2025 | <ul style="list-style-type: none"> <li>• <b>Pursuing MBA</b><br/>Chandigarh University</li> </ul>                |
| 2019 | <ul style="list-style-type: none"> <li>• <b>Bachelor of Science</b><br/>Christ Church PG college</li> </ul>      |
| 2016 | <ul style="list-style-type: none"> <li>• <b>Intermediate</b><br/>STEPPING STONES INTERMEDIATE COLLEGE</li> </ul> |
| 2014 | <ul style="list-style-type: none"> <li>• <b>HIGH SCHOOL</b><br/>VIKRAM KHANNA HIGH SCHOOL</li> </ul>             |

## SKILLS

Problem Solving



Decision Making



Risk Management



Team Work



## ACHIEVEMENTS & AWARDS

- Awarded the Zero PHA Error Certificate by RBO Head, Arvind Singla, at Axis Bank for achieving zero Process Health Assessment (PHA) errors in the financial year. PHA is a critical compliance and process quality metric in Axis Bank.
- Recognized with the Sparsh Star Badge from Axis Bank for outstanding performance and dedication.
- Received Certificate from NISM for investor certification examination
- AML/KYC Certification – Udemy, 2024
- Basic Data Science Course – Edureka, 2023
- Advanced Excel Course – eLearnMarkets, 2023
- Excel Fundamentals: Formulas for Finance – CFI Institute, 2023
- Investment Banking Basics – Great Learning, 2023
- Sales Management – Great Learning, 2023
- Python Basics – LeapLabs, 2022
- Basics of Data Analytics – MASAI, 2022
- CCC (Course on Computer Concepts) – NIELIT, 2021

- Domestic Data Entry Operator Course – Skillstrainer, 2021

## INTERESTS

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- Banking Operations & Compliances
- Customer Relationship Management
- Process improvement and efficiency
- Teaching and Financial Literacy Awareness
- Watching Movies
- Problem Solving
- Cricket
- Surfing through Internet

## ACTIVITIES

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- Process Optimization: Identified and implemented improvements to reduce errors and enhance efficiency in banking operations.
- Customer Engagement: Assisted customers with financial products, ensuring excellent service and relationship management.
- Compliance & Risk Management: Maintained adherence to banking regulations, achieving zero PHA errors.
- Technology Utilization: Used digital platforms like Teachmint for student assignments and banking software for operational efficiency.
- Achievement Recognition: Received the Sparsh Star Badge and Zero PHA Error Certificate for outstanding performance.

## LANGUAGES

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- ENGLISH
- HINDI



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