

CONTACT

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OBJECTIVE

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

*Feb 2019 - Jan
2021*

◦ **NatWest Group**

Customer service & Operations Analyst

Having 23 months of working experience in customer services & operations in banking field.

- ◆Expertise in delivering customer services to clients
- ◆Expertise in back office operations for banking sector.
- ◆Expertise Handling customer queries, data & accounts
- ◆Expertise in mortgages department for deeds, payments & Redemption statement process.

EDUCATION

2015-2018

◦ **Doon University**

Bca

7.19%

SKILLS

- Team player
- Quick learner
- Customer services
- Problem solving

PROJECTS

◦ **Mini fitness project website**

It's a basic website at college level regarding fitness exercises.

ACHIEVEMENTS & AWARDS

- Got spot oviation award as a new joinee for being a quick learner & doing production effectively.
- Participation & got certificate of achievement in building face recognition application using Python in AI for India event

LANGUAGE

- English
- Hindi

INTERESTS

- Adventure lover
- Running
- Exploring new places

CERTIFICATIONS

- Work certification in Aml-kyc from Skillsanta platform
- Certification in agile explorer by P-tech learning platform powered by IBM.

TECHNICAL SKILLS

- Ms-Excel
- Outlook
- Powerpoint
- Html, Css
- MySQL, Python