

\*References available on request

RASMEET SUDAN

Ph: (343) 204-8262

Address: Ottawa, ON

Email: [sruchi6@gmail.com](mailto:sruchi6@gmail.com)

LinkedIn: <https://www.linkedin.com/in/rasmeet-sudan-a995525a/>

---

PROFILE

An enthusiastic and dedicated professional with experience of over 8 years in financial service industry. Extremely organized with the ability to work both independently of own initiative or as part of a successful team, demonstrating the motivation and multi-tasking abilities required to meet demanding deadlines while maintaining the highest of standards.

---

CORE COMPETENCIES/SKILLS

- Time Management
- Business Analysis
- Strong Leadership Skills
- Project Planning
- multi-tasker
- Administrative skills
- Microsoft Office (Excel, PowerPoint, Word)
- Problem solving skills with goal-oriented approach
- Strategic thinker and detail oriented
- Proven team player in diverse environment.
- Strong organizational and interpersonal skills
- Strong communication skills

---

WORK EXPERIENCE

**Manager, April 2020- April 2022**

**Canara Bank (Erstwhile Syndicate Bank) – Multiple locations in India**

- Sectional head of HR department with primarily dealt with the recruitment of fresh trainees for multiple sections of the company.
- Have been awarded with the Employee of the month in customer service section.
- Headed the branch and increased the business portfolio of the branch by 40%.
- Prepared presentation materials, credit and data analysis.
- Reporting manager of the customer service section and in-charge of the support team.
- Proven track record in retaining and increasing business portfolio by building strong relationships across clients.

**Manager-HR & Marketing, Sep 2018- Mar 2020**

**Regional Office**

**Syndicate Bank- Delhi, India.**

- Headed the department of Human Resources which dealt with administrating pay, leaves and pay.
- Organized campaigns to spread awareness for digital channels of the bank amongst customers by going door-to-door,
- Worked with the accounts department particularly in keeping track of assets and expenditures.

- Headed the branch and has been felicitated with Zero- customer complaint branch.

**Relationship Manager, May 2014- Sep 2018**  
**Syndicate Bank- Delhi, India.**

- Worked in HR Sections which primarily dealt with the establishment department, generations of payrolls and payment of salaries and benefits, maintenance of leave records.
- Organized interview schedules of internal promotions and recruitments.
- Assisted customers in understanding the need for the right product.
- Lead and maintained a highly skilled team of customer service representatives.
- Used feedback forms and questionnaires to find out what customers think, designed organized procedure for the customers to ensure the solutions to their complaints.
- Serviced in the front-line row to provide the services as per customer needs.

---

**EDUCATION**

Masters of Business Administration (Human Resources)  
**Lovely Professional University**  
2019

**Punjab, India**

Bachelor's of Science (Honours-Mathematics)  
**University Of Delhi**  
2012

**Delhi, India**

**IFIC**  
Aug' 22

**Canada**