

Anisha Gurung

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Passport-size photo

CAREER OBJECTIVE

Banking professional with 4 years in branch operations and customer service at a Nepali commercial bank. Grew a branch deposit portfolio by NPR 21 crore and cut account-opening turnaround from 3 days to same-day. Seeking a Junior Officer role in retail banking in Kathmandu.

PERSONAL DETAILS

Date of Birth	12 Bhadra 2054 B.S. (28 August 1997)
Nationality	Nepali
Citizenship No.	27-01-70-01234
Gender	Female
Marital Status	Unmarried
Permanent Address	Ward No. 4, Lamjung, Gandaki Province

EDUCATION

BBS (Bachelor of Business Studies) - CGPA 3.51 out of 4.00 <i>Shanker Dev Campus, Tribhuvan University</i>	2016 - 2020
• Specialisation in Finance; project on deposit mobilisation among Kathmandu-based commercial banks	
+2 Management (NEB) - GPA 3.42 out of 4.00 <i>Trinity International College, Kathmandu</i>	2016
SEE - GPA 3.65 out of 4.00 <i>Shree Bhanu Secondary School, Lamjung</i>	2014

WORK EXPERIENCE

Customer Service Officer <i>Himalaya Commercial Bank Ltd. - New Baneshwor Branch, Kathmandu</i>	Shrawan 2079 (Jul 2022) - Present
• Grew branch deposit portfolio by NPR 21 crore over two fiscal years against a target of NPR 15 crore • Cut account-opening turnaround from 3 working days to same-day by reworking the KYC checklist • Opened and maintained 1,400+ accounts with zero NRB compliance exceptions across three audits • Handle remittance disbursement and cross-sell of digital banking to 60+ customers weekly	
Trainee - Branch Operations <i>Himalaya Commercial Bank Ltd. - Kathmandu</i>	2021 - 2022
• Rotated through teller, clearing and remittance desks; handled daily cash of up to NPR 40 lakh	

TRAININGS & CERTIFICATIONS

- Anti-Money Laundering and KYC/CDD - Nepal Bankers' Association, 2024
- Customer Relationship Management - National Banking Institute (NBI), 2023
- Advanced Excel for Banking Reports - 2022

SKILLS

Pumori and Finacle core banking, MS Excel, MS Word, connectIPS / digital banking platforms
KYC/AML compliance, account operations, remittance processing, cross-selling

LANGUAGE PROFICIENCY

Nepali - native (reading, writing, speaking)
English - fluent (written and spoken); Hindi - conversational

REFEREES

Name	Mr. Rajendra Adhikari
Designation	Branch Manager, Himalaya Commercial Bank Ltd.
Contact	+977 98-4567-8901 · rajendra.adhikari@email.com
Name	Assoc. Prof. Sarita Bhattarai
Designation	Shanker Dev Campus, Tribhuvan University
Contact	+977 98-1122-3344 · sarita.bhattarai@email.com

I hereby declare that the information given above is true and correct to the best of my knowledge.

Signature & Date