

LOKESH KHANNA

H.No 93/1, Tilak Nagar, Opposite Tikona Park, Amritsar · +916239791579 ·
khanna.lokesh26@gmail.com

OPERATIONS

Strategic Banking and Back Office Operations Leader with 9 Years of Expertise: Driving Efficiency, Enhancing Customer Experience and Ensuring Regulatory Compliance. Proven Track Record of Success in Managing Complex Financial Operations. Ready to Bring Dynamic Leadership and Innovative Solutions to Drive Organizational Growth and Success in a Competitive Market.

WORKEXPERIENCE

IDP Education Pvt Ltd · 06/2022 - 08/2024

Invigilator

- Patrolling the test venue to maintain a steady but calm presence.
- To manage day to day administrative and backoffice operations.

Teleperformance India Pvt Ltd (WFH) · 02/2022 - 06/2022

Customer Support Assistant

- Delivering exceptional customer service at Teleperformance.

Just Dial Ltd · 07/2019 - 12/2021 Certified

Internet Consultant

- Performing manual data entry updates and marketing products at shops.
- Enhancing visibility and driving sales growth.

Hdfc Bank Ltd · 05/2016-03/2018 Assistant

Manager(Retail Asset Operations)

- Managing loans processing, disbursement, and documentation.
- Ensuring compliance with regulatory standards and optimizing operational efficiency for seamless customer experience.

Kotak Bank Ltd(T&M Services Pvt Ltd) · 02/2013-11/2015

Operations Officer

- Managing all CTS scanning part(Clearing operations).
- CMS Operations–Collection of Outward for CMS customers.
- CashIN done through Cashin software.
- Generation of all Clearing and CMS Reports.

EDUCATION

M.C.A in Computer Applications

Apeejay Institute of Management Jalandhar-06/2011

Bachelor of Information Technology(B.sci.T)

D.A.V College · Amritsar,Punjab-04/2008

CERTIFICATIONS

SEBI INVESTOR CERTIFIED EXAMINATION · 09/2024 - 09/2026

SEBI-NISM

SKILLS

Back Office Operations, Banking Operations, Customer Experience Enhancement, English, Hindi, I.T,MANAGECENTER, M.C.A, Punjabi, Regulatory Compliance, TeamHandling