

# Neelam Khaniya

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## Career Objective

Banking professional with a Master's in Business Studies, seeking to transition into Environmental Studies to explore the intersection of finance, sustainability and resource management. Passionate about leveraging financial expertise to drive sustainable banking practices, green investments and environmental policy reforms. Aiming to contribute to sustainable economic growth by integrating environmental responsibility into financial decision making.

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## Academic Qualifications

### **Master of Business Studies (MBS)**

*Balkumari College, Tribhuvan University | 2023*

- **Thesis:** *Financial Literacy Among Female Employees in Bharatpur Metropolitan City*

### **Bachelor of Business Administration (BBA)**

*Kathmandu College of Management, Kathmandu University | July 2017*

- **Research:** *Customer Satisfaction at Nepal Bangladesh Bank*

### **10+2 in Management**

*United Academy, Higher Secondary Education Board | May 2013*

### **School Leaving Certificate (SLC)**

*Ideal Model School, Nepal Government | March 2011*



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## Professional Journey

### **Nepal SBI Bank Ltd.**


#### **New Business Group (Corporate Office), Kamaladi, Kathmandu**

Assistant Level | 2023 – Present

-  Developed innovative deposit products; launched initiatives for customer retention and brand visibility.
-  Led CSR programs, expanded social media reach, and contributed to the branch expansion strategy.

#### **Operations and Credit (Narayangarh, Chitwan)**

Operations and Credit Assistant | 2018 – 2023

-  Enhanced customer satisfaction by streamlining high-volume branch operations and credit processes.
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## Specialized Internships

- **Social Work Volunteer Internship** | 15 days
- **Nepal Rastra Bank** (Central Bank of Nepal)  
*Focused on central banking operations and regulatory processes.*



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### **Training & Certifications**

- **Women Leadership Program** | 2024
- **Banking Operations & Customer Service** | 5-day intensive (India)
- **KYC AML/CFT Compliance** and **Operational Risk Management**
- **Digital Banking Awareness**
- **CPR (Cardiopulmonary Resuscitation) Training**

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### **Achievements**

-  **Letter of Appreciation** from the COO of Nepal SBI Bank Ltd. for contributions to the NSBL Buzz newsletter.
-  **Organizing Associate** for the 10<sup>th</sup> KCM Inter College Music Competition | 2014

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### **Key Skills & Strengths**

- **Banking Operations:** Deep understanding of credit and operational processes.
  - **Innovation in Financial Products:** Skilled in ideating and launching new products that meet market demands.
  - **Customer-Centric Approach:** Proven ability to enhance client experience through efficient service.
  - **Project Management:** Strong in planning, coordinating, and executing strategic initiatives.
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