



Saksham Malhotra

Customer Service Intern

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Languages

English (Native)

About

I bring retail expertise from Levis, excelling in customer service and high-volume transactions. Proficient in POS systems and inventory management, I ensure smooth operations and boost customer satisfaction in dynamic environments.

BRANDS WORKED WITH

- Queen Mary University of London
- Levis
- Saxo Bank
- United Colors of Benetton India

Experience



● Internship

Queen Mary University of London | Jan 2024 - Mar 2024

Responsibilities:

- Identified team members' skills and assigned tasks accordingly, while promoting daily communication to facilitate idea sharing and optimize workflow and efficiency, leading to the best project outcomes.
- Collaborative Presentations: Created PowerPoint presentations in collaboration with the team, incorporating extensive external research and outreach to students from our university and others. Conducted data and statistical analysis to compare findings and highlight areas where the university was lacking, effectively communicating our recommendations.

● Customer Assistant

Levis | Jul 2023 - Sep 2023

Responsibilities:

- Demonstrated strong numerical skills and meticulous attention to detail, ensuring accuracy in all tasks.
- Delivered excellent customer service and maintained clear communication, enhancing customer satisfaction.
- Efficiently handled high-volume transactions in a fast-paced environment, contributing to seamless operations.
- Acquired and applied basic knowledge of inventory management and retail operations, improving process efficiency.
- Proficiently used POS systems and basic accounting procedures, ensuring effective financial management

● Associate

Saxo Bank | Apr 2021 - Jul 2023

Responsibilities:

- Performed enhanced due diligence on corporate and private clients, utilizing external resources to evaluate overall risk and ensure adherence to regulatory requirements, resulting in a 30% improvement in compliance accuracy.
- Monitored clients' funding patterns and analysed fund authenticity using advanced financial tools, leading to the detection and prevention of fraudulent activities.
- Streamlined the process of contacting clients for necessary documentation or further elaborations, reducing the time required to obtain desired information by 20% and minimizing client dissatisfaction and frustration.
- Prepared detailed reports based on findings, making informed decisions on client onboarding or offboarding, contributing to a 25% increase in onboarding efficiency.
- Reviewed high-risk client reports, providing valuable feedback that enhanced the quality of risk assessments and led to a reduction in the time needed to complete high-risk client files by 15%.

● Internship

United Colors of Benetton India | May 2019 - Jun 2019

Responsibilities:

- Conducted comprehensive research on ongoing organizational matters

and prepared compelling court arguments, contributing to a 40% success rate in favorable court rulings.

- Participated in court proceedings and arbitration settlements, aiding in the resolution of 75% of cases through effective negotiation and strategic insights.

- Analyzed financial books for June 2019, identifying discrepancies and providing actionable recommendations that improved financial accuracy by 15%.

- Drafted various legal notices on behalf of UCB, resulting in a 20% increase in compliance and timely responses from recipients.

Education & Training

2023 - 2024 ● **Queen Mary University of London**

Master of Science,

2016 - 2021 ● **New Law College, Bharati Vidyapeeth University**

Bachelor of Business,