

TANIYA

BANKING ADVISOR - Client Relationship, Portfolio Management & Business Advisory

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📍 [Ottawa, Canada](#)

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SKILLS

- **Client Systems:** Commercial client relationship management, SME support, portfolio growth strategies
- **Financial Analysis:** Cash flow assessment, business performance analysis, Excel-based reporting tools
- **Banking Solutions:** Business banking products, payment gateway integration, digital banking adoption
- **Compliance Protocols:** Regulatory compliance, KYC standards, AML monitoring, risk assessment policy
- **Process Optimization:** Transaction monitoring, data-driven decision making, financial documentation systems

WORK EXPERIENCE

Customer Service Associate

December 2025 – Present

McDonald's

Ontario

- Upsold digital platform features to increase mobile adoption by 20%, driving higher transaction frequency and optimizing service flow through self-service kiosk conversions.
- Converted service recovery opportunities into positive outcomes, reducing complaint recurrence by 30% through rapid diagnosis and cross-functional coordination with shift leaders.
- Trained 10+ staff on POS operations and safety compliance, shortening onboarding cycles by 25% while maintaining 100% accuracy in high-volume cash reconciliation.
- Maximized peak-hour throughput by 15% through strategic floor coordination and real-time resource allocation, ensuring 100% adherence to service speed benchmarks.
- Executed high-volume payment processing and inventory audits during rush periods, ensuring zero financial discrepancies and consistent accuracy in shift reporting.

Business Advisor (Deputy Manager-II)

July 2022 – October 2025

ICICI Bank Ltd.

India

- Achieved Best Performance Award (Q2 FY 2023-2024) by exceeding quarterly revenue targets through the aggressive acquisition of 70+ institutional payment gateway integrations.
- Earned Institutional Banking Champion medal for capturing market share and expanding total portfolio value 10x through high-stakes negotiations and retention of Tier-1 clients.
- Optimized commercial security efficiency by 30% by implementing rigorous AML/KYC verification frameworks, mitigating risk while accelerating client onboarding cycles.
- Resolved 100% of high-priority technical transaction failures within a 20-minute window, preserving client trust and preventing churn in competitive account migrations.
- Leveraged Excel-based portfolio dashboards to identify cross-selling opportunities, prioritizing high-growth SME relationships to maximize commercial asset allocation.

PROJECT EXPERIENCE

Digital Channel Migration & Micro Market Analysis

ICICI Bank Intern, Haryana

- Conducted primary research across 4 institutional segments to identify competitive gaps, pinpointing high-yield acquisition targets by analyzing payment patterns and bank preferences.
- Executed competitive benchmarking against top-tier rivals to identify "at-risk" institutional accounts, developing aggressive displacement strategies to capture regional market share.
- Spearheaded digital adoption campaigns for high-resistance segments, utilizing consultative selling to communicate security benefits and driving a 25% increase in digital channel revenue.
- Delivered high-impact market intelligence reports to leadership, leveraging socioeconomic data to pinpoint untapped territories for branch expansion and aggressive business penetration.

EDUCATION

Master of Business Administration (Finance & Business Analytics)

2020 – May 2022

Kurukshetra University, India

Bachelor of Science (Biotechnology)

2016 – May 2019

Kurukshetra University, India

CERTIFICATIONS

- **Investment Funds in Canada (IFIC) - CSI Canada-Completed 2026**
- **Class G Driver's License - Ontario**