

HINA BAVA

CUSTOMER SERVICE REPRESENTATIVE -Client Relations, Financial Advisory & Sales

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☎ [+1 306-990-0168](tel:+13069900168)

📍 [Regina](#)

in [LinkedIn](#)

SKILLS

- **Banking Operations:** Client onboarding, account servicing, KYC documentation, and transaction processing.
- **Financial Products:** Consumer lending, investment funds, mutual products, and insurance advisory systems.
- **Sales & Revenue Systems:** CRM tools for cross-selling, pipeline tracking, and client engagement analytics.
- **Data & Reporting Tools:** CRM platforms, POS systems, and branch performance reporting automation.
- **Regulatory Compliance:** AML procedures, risk assessment, audit documentation, and policy implementation.

WORK EXPERIENCE

Liquor Clerk & Cashier In Charge

June 2024 – Present

Sobeys Liquor

Regina

- Processed 300+ daily cash, debit, credit transactions with zero discrepancies, maintaining full compliance with financial, provincial, store, and operational policies across all teams, departments, shifts, and branches daily.
- Balanced and reconciled 5 cash tills per shift, achieving precise accuracy while supporting audit requirements, internal controls, transaction reliability standards, reporting processes for management, supervisors, auditors.
- Coordinated product placement, promotional activities that increased shelf turnover by 20%, improving visibility, revenue generation, customer satisfaction, sales performance, and inventory optimization across departments.
- Verified customer identification, monitored restricted product sales, ensured 100% compliance with corporate policies, provincial laws, operational procedures, store regulations, risk management, internal audit standards.

Campus Representative

November 2024 – April 2025

Saskatchewan Polytechnic Students' Association (SPSA)

Regina

- Addressed and resolved 150+ student concerns through structured feedback channels, reducing unresolved cases by 25%, improving engagement, communication standards, operational efficiency, and overall team performance.
- Planned and delivered 8 cross-campus events, increasing student participation by 35%, improving interdepartmental collaboration, program reach, institutional engagement, and campus involvement for all student cohorts.
- Presented academic resource sessions to 200+ attendees, ensuring consistent information flow, increasing student awareness of programs, support services, resources, and campus opportunities across all campus operations.
- Collaborated with cross-department teams on four engagement projects, enhancing coordination, communication quality, student satisfaction, event execution, measurable institutional performance, overall project outcomes.

Relationship Manager

July 2019 – July 2024

FinFreedom33 Wealth Management India LLP

India

- Managed 70+ client portfolios with assets exceeding \$5M, achieving 25% AUM growth using structured investment strategies, risk assessments, diversified allocations, and client-focused advisory planning across sectors.
- Processed over 200 onboarding, transaction, and compliance tasks with precision, delivering 15% annual revenue growth while maintaining regulatory standards, portfolio quality, client satisfaction across all accounts and teams.
- Conducted quarterly performance reviews and generated investment reports for 70+ clients, achieving 92% retention, improved engagement, portfolio optimization, measurable client satisfaction results throughout tenure.
- Supervised a 3-member client service team, enhancing workflow efficiency, documentation quality, reporting accuracy, client communication, operational effectiveness, raising team productivity by 18% across all portfolios.

EDUCATION

Post Graduate Certificate in Supply Chain Management

August 2024 – April 2025

Saskatchewan Polytechnic, Regina, Canada

Post Graduate Certificate in Financial Services

August 2023 – April 2024

Saskatchewan Polytechnic, Moose Jaw, Canada

Master of Business Administration (Finance)

June 2018 – May 2020

Gujarat Technological University, India

Bachelor of Business Administration

June 2015 – May 2018

Gujarat University, India

CERTIFICATIONS & ACCOMPLISHMENTS

- **Investment Funds in Canada (IFIC)** — Canadian Securities Institute.
- **Certificate for Stock Wars Competition** — B.K. School of Management, India.
- **Leadership & Teamwork:** Gained through SPSA and community volunteer initiatives.
- **Customer Excellence Recognition:** Acknowledged for strong client focus and effective problem resolution.