



## CONTACT

### PHONE

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### EMAIL

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### LOCATION

Melbourne, Victoria

### LINKEDIN

[linkedin.com/in/...]

## CORE SKILLS

- Customer & Client Relationship Management
- Corporate Services Operations & Coordination
- Internal Governance & Compliance Support
- Credit Administration & Documentation Control
- Stakeholder Management
- Risk Awareness & Issue Resolution
- Internal Reporting, MIS & Data Analysis
- Process Optimisation & Workflow Improvement
- Cross-Functional Coordination (Credit, Legal, Risk, Operations)
- Professional Communication & Negotiation

## SYSTEMS

- Microsoft Office (Excel, Word, Outlook, PowerPoint)
- CRM Platforms
- Core Banking Systems

# HEMAN KUMAR

## Corporate Services & Customer Relations Professional

## PROFILE

Detail-oriented corporate services and customer relations professional with over five years of experience across tier-one banking and the Australian construction services sector. Strong foundation in internal operations, credit administration, compliance support and stakeholder management. Currently the key point of contact for builders and contractors at Skyview Scaffolding in Melbourne. Proven ability to streamline workflows, support governance requirements and act as a central liaison between clients and business units, including credit, legal, risk and operations. Supports senior management through structured reporting, process improvement and service delivery oversight.

## EXPERIENCE

### Customer Relations Officer

Apr 2025 – Present

Skyview Scaffolding · Melbourne, VIC

- Primary point of contact for builders, contractors and site managers, handling enquiries, quote requests and ongoing account needs.
- Coordinate between clients, estimators and site crews to schedule erections, modifications and dismantles on time.
- Manage hire documentation, including agreements, variations, extensions and off-hire requests, with accurate CRM records.
- Support safety and compliance paperwork such as handover certificates and inspection records in line with WorkSafe Victoria requirements.
- Resolve client issues and escalations promptly to protect relationships and encourage repeat business.
- Assist with account follow-ups and internal reporting on client activity and service performance.

### Relationship Manager – Corporate & Working Capital

[Year – Year]

HDFC Bank · India

- Managed a diversified portfolio of corporate, agribusiness and SME clients, acting as the key coordination point between clients and internal service teams.
- Oversaw corporate services workflows, including credit processing, documentation control, compliance checks and post-sanction operational support.
- Prepared internal credit notes, financial summaries and management reports for working capital facilities.
- Liaised closely with credit, legal, risk and operations teams to keep work aligned with governance and delivered on time.
- Supported internal audits, portfolio monitoring and regulatory compliance activities.
- Improved turnaround times by streamlining documentation and approval workflows.

EDUCATION

Master of Science  
(Computer Science)  
[University, Year]

Bachelor of Computer Applications  
(BCA)  
[University, Year]

WORK RIGHTS

[e.g. Full work rights in Australia]

REFERENCES

Available upon request

Sales Officer – Corporate Banking Operations

[Year – Year]

HDFC Bank · India

- Supported branch and corporate banking operations through structured client servicing and internal coordination.
- Assisted with client onboarding, KYC verification and compliance documentation in line with banking policies.
- Coordinated across departments to resolve service issues and maintain consistent operational standards.
- Maintained accurate records and contributed to internal reporting and performance tracking.
- Built strong stakeholder communication and relationship management capabilities.

ACHIEVEMENTS

- **Top Sales Consultant (2023):** Recognised for outstanding sales performance and client satisfaction.
- **Contract Process Optimisation (2024):** Introduced workflow improvements that cut contract turnaround time by 25%.
- **Compliance Excellence:** Maintained a 100% audit compliance rate for tenancy and management service agreements.
- **Client Relationship Excellence:** Received multiple positive testimonials for professionalism and communication.