



AMRITA SHARMA

Pune, India 412101

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SUMMARY

Motivated and detail-oriented Data Analyst Intern with a strong foundation in data collection, data cleaning, and data visualization. Proficient in using Excel, SQL, and Python for analyzing large datasets, extracting insights, and presenting findings. Experienced with generating reports, performing statistical analysis, and applying analytical techniques to solve real-world problems. Adept at translating complex data into actionable insights to drive business decisions. Eager to expand my skills in data science, machine learning, and advanced analytics. Passionate about leveraging data-driven strategies to enhance business operations and contribute to organizational growth. Seeking to further develop my expertise in the data analytics field through hands-on experience and continuous learning.

SKILLS

- Banking operations
- Python
- SQL
- Power BI
- Data Management
- Time Management
- Data Cleaning & Preprocessing
- Data Visualization
- Data Analysis
- Data Cleaning
- Risk Management

➤ Certifications

Data Science | Exponent IT Training & Services , Pune

EXPERIENCE

Branch Relationship Officer / Axis bank Ltd - Pune, India

12/2023 - 05/2024

- Handled cash transactions accurately while balancing daily cash drawer totals at the end of each shift.
- Discussed client financial options to keep customers informed regarding transactions.
- Attended weekly meetings with management team to discuss strategies for increasing revenue and profitability.
- Promoted insurance and products to individuals and businesses and analyzed and determined financial viability and productivity of target products and services.
- Verified completion of legal formalities prior to closing dates through research and process.
- Built positive and productive customer connections to drive consistent sales.
- Maintained accurate records of all transactions conducted during a given period.
- Identified opportunities for improvement within existing processes and systems used by the branch office.
- Analyzed customer requirements and recommended efficient investment products.

Personal Banker Authorizer / HDFC Bank LTD - Pune, India

10/2016 - 11/2022

- Analyzed financial documents provided by customers to determine their needs.
- Expanded customer relationships by maintaining regular follow-up processes and rapport.
- Used customer and bank records to investigate and correct errors upon customer request.
- Described promotional offers and used persuasive sales techniques to upsell services and convince clients to apply for additional banking services.
- Used customer information to tailor recommendations to promote cashier's checks, travelers' checks and savings bonds.
- Responded promptly to customer queries and complaints to find solutions and diffuse tension.
- Promoted additional bank services through personal contact with customers.
- Assisted customers with deposits, withdrawals, transfers, loan payments and other banking transactions.
- Collaborated with team members to meet branch targets and objectives.
- Developed relationships with customers by providing exceptional service in order to increase sales opportunities.

Teller / Kotak Mahindra bank Ltd - Pune, India

07/2012 - 09/2016

- Fulfilled diverse duties to provide customer service, operate money counters, balance and replenish ATMs, maintain accounts and open new accounts.
- Received and counted daily inventories of cash, drafts and checks.
- Met or exceeded sales goals by promoting bank products and services in customer interactions.
- Performed transactional, operational, and customer support tasks through knowledge of bank procedures and products.
- Adhered strictly to all security procedures related to handling money at the teller window.
- Balanced daily cash deposits and vault inventory with zero error rate.
- Leveraged customer service and sales abilities to consistently meet performance goals.
- Continuously updated knowledge about banking products, services, policies and regulations.
- Prepared official checks for customer and internal bank needs.
- Handled large volumes of currency quickly and accurately with minimal errors.
- Used a strong knowledge of banking products and services to confidently educate customers about features, benefits and pricing.
- Cross-sold additional bank products when applicable to meet customer needs.
- Explained the features of various banking products available to customers.

EDUCATION AND TRAINING

MBA *05/2013*
Punjab Technical University - Noida

Bachelor of Arts *05/2010*
Indira Gandhi National Open University - Nodia

12th Class *05/2004*
Chetram Sharma Girls Inter College - Nodia

10th Class *03/2002*
Gandhi Smarak High School - Noida

LANGUAGES

English: First Language

Hindi: C2

Proficient (C2)