

DEEPIKA ARORA

Banking Relationship Manager

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Address: C-41 Lajpat Nagar -I , New Delhi



A productive Relationship manager adept at assessing the financial needs of various clients and offering them banking and financial advisory with focus on applying knowledge of common financial products and services.

EDUCATION

2018 **BBA (Banking)** ▶ Boom Institute of Technology and Management

2015 **Higher Secondary** ▶ Vivid Public School

2013 **Senior Secondary** ▶ Vivid Public School

EXPERIENCE / INTERNSHIP

2018 Present **Assistant Relationship Manager** ▶ IBS Bank

- Completed the assigned tasks of providing financial advice to customers in choosing financial products and services
- Performed responsibilities of selling banking products and services as well as sourcing and maintaining relationship with customers.
- Assisted customers with checking balances, responded to questions about accounts, resolved complaints, and supported on-line banking transactions
- Performed the responsibilities of assisting banking relationship manager in developing sales and marketing goals and objectives.

Jun – Aug 2017

Intern ▶ UCO Bank

- Assisted prospective clients in determining which product and service suits them best and provided them information regarding the policies and procedures of the bank.
- Ascertained that all new and existing clients' data was properly and confidentially documented.
- Prepared files for new clients after collecting all the related documents.

PROFESSIONAL ENHANCEMENTS

Certifications

- Completed 100 days online IT course from GNR University.

Seminars

- Attended seminar on Customer Relationship Management at University.

SKILLS (TECHNOLOGY / FUNCTIONAL)

Data collection | Complaint Handling | Lead Generation | Customer Service | Solutions and Result Oriented | Client Acquisition

EXTRA-CURRICULAR

Positions of Responsibility

- President of Students' Council for two years
- Coordinator in Inter College Debate competition.

Volunteering

- Volunteered for awareness program on World Health Day, 2017.

Participations / Sports

- Participated in 100m Race at University Annual fest.