

Shashikala T M

20/2 Sonnappa mansion, 3rd floor 5th main 3rd cross,
Rammurthynagar, Bangalore.

Mob: 9632280438 Email: shashi13r@gmail.com

An astute professional with 7 years of experience in Banking, Customer Service / sales and Operations

Career Objective:

By putting the experience to right use and constructively add value to a reputed organization.
Looking forward for an opportunity in Relationship Management in a Retail Banking organization.

Summary of Qualification:

Degree	Year of passing	Institute	Board/ University	%
MBA	2010-2012	SS Correspondence college.	Kuvempu University	60.00
B Com	2005-2008	SVP Degree College, Sarjapura.	Bangalore University.	59.30
Pre-University Course	2001-2003	Govt P U College, Hosakote	Pre-University Board.	60.33
S.S.L.C	2000-2001	S R High School, Kalkunte	Karnataka Secondary Education Board.	55.36

Certifications:

- NISM
- IRDA

Professional experience

Indusind Bank – Nov 2014 to till date - Customer Service Manager
Grade – Deputy Manager – Retail branch banking

Responsibilities:

- Acquiring New to Bank customers – 10 client per month
- Exceptional customer service, both internal and external
- Demonstrated exceptional capacity to multi task and strong interpersonal skills
- Client Engagement for the better business prospect
- Ensuring increase in book value to the tune of 20lacs per month
- Better lobby management for the better customer service.
- Achieving Fee revenue of 8.4 lakhs per annum through Investments and Loan products

Achievements:

- Best CSM in credit card business for the month of Dec 2014 and Jan 2015
- KA Topper in acquiring new to bank customers in the month of Jan 2015
- KA Topper in Health insurance business for the month of March 2015

- Pan India Topper in service score for the month of May 2015

CL Educate Ltd, Dec 2013 to Oct 2014.
Senior Executive

Responsibilities:

- Counseling eligible candidates for CAT, GMAT, GRE, Bank PO
- Converting walk-in to Enrollments.
- Meeting school and college Heads for organizing seminars
- Organizing workshops and presentations for students at various levels
- Handling students' academic issues
- Regular Evaluation of performance

HDFC Bank – Jan 2010 to July 2013
Corporate Executive,
Corporate Handled: Oracle India pvt ltd

Responsibilities:

- To ensure that all salary accounts opened are credited with salary for that month.
- To ensure contact with HR Personal to help acquire Corporate Salary accounts
- To ensure maximum penetration in each corporate client on NTB front.
- Conducting induction programs for new joiners
- Opening of Demat and Online trading A/c.
- Cross Selling of Third Party Products like (Mutual Fund / insurance)
- Handling Customer Service issues.
- Cross selling of other banking product like HL / PL / AL / TWL
- Handling Demand Drafts and Prepaid cards.

Achievements

- Achieved business targets, won 50 grams silver coin in inter branch competition of credit cards Business
- Team Achieved Pan India targets during my stint in Corp Salary in HDFC Bank

EMVEE Solarizer – Aug 2008 to Jan 2010
Management Coordinator

Responsibilities:

- Tallying deliverables on daily basis
- Front office sales
- Handling the sales and services.
- Responsible for Dispatch of solar systems.
- Handling service related issues.
- Daily maintenance of security stock registrar.

Handwritten notes and signatures:
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Personal Details

Date of Birth : 15th August 1986

Marital Status : Married

Interests : Travelling, participating in sports, listening to Music and Dancing

Computer Literacy : Well versed in MS office and extensively worked on Tally 9.0

Languages Known : Kannada, English, Telugu, Tamil & Hindi

Other Achievements

- Participated and won prizes in Dussera sports.
- Won Inter School Singing & Dance Competitions.
- Won various College Level Sports & Cultural Competitions.

I hereby declare that all the information given above is true to the best of my knowledge.

Shashikala T M

*Milant SRS Mills
Gangavathi
Date: 15/08/2015
Place: Bangalore*

*Father: Mr. S. S. Srinivas
Mother: Mrs. S. S. Srinivas
Brother: Mr. S. S. Srinivas
Sister: Mrs. S. S. Srinivas
Address: 12, 1st Cross, 2nd Stage, Bannerghatta, Bangalore*