

**PROFILE SUMMARY**

I'm an MBA- Finance & Marketing graduate with 3.5 yrs. of experience as Relationship Manager and Solutions Manager in ICICI Bank Ltd. I've worked in dynamic roles within the organization to achieve the desired output and ensured highest satisfaction level to customer.

**SKILL SETS****Soft Skills**

- Critical Thinking
- Analytical Skills
- Leadership
- Multi-tasking

Application & Utilities

- MS Office-WEP
- BizAgi BPM
- Finacle
- I view

**WORK EXPERIENCE**

Organization	ICICI Bank Ltd - Assistant Manager	April-11 to August-14
Location	Bangalore, Karnataka – India	April-11 to December-13
	Vidisha, Madhya Pradesh-India	January-14 to August-14
Responsibilities	Relationship Management with privilege banking and HNI customers, cross sales, up sales, end to end solutions etc.	

**KEY EXPOSURE**

- Worked closely with HNI and WEALTH customers to understand their needs and requirement
- Acting as one point solution for all the customer needs for HNI and WEALTH customers
- Providing best possible solutions to their query and concerns
- Ensuring highest level of customer satisfaction
- Handling day to day branch operations activities
- Achieving Cross sales and up sales target from Managed account customers
- Checking all branch queries and escalations with suitable actions
- Responsible for generating business through Asset, Liability and fee Products
- Worked with NRI customers to help them with NRE & NRO and other requirements
- Managing currency conversions, inward and outward remittances
- Managing branch daily audit and periodic audit with essentials and benchmarks
- Handling and managing Junior Officers activities to achieve targets
- Keeping track on branch Inventories such as Cheques, Cards, Pins and passwords
- Day to day tracking gold stock and gold loans in the branch
- Maintaining high focus score for the branch
- DQM and lobby Management.
- Managed direct Agri and allied agri loans and advances
- SME, MSME and Micro funding
- Customer credit analysis



KEY ACHIEVEMENTS

- Multiple times winner of contest "STAR OF SOUTH"
- Recipient of "Award Of Excellence" from Retail Business Head
- Received mails of appreciation from satisfied customer over the products and services provided
- Appreciation certificates for Forex, De-mat and Assets Products
- Participated and won numerous contest for sales and services
- Trained and mentored team members on Products and processes
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VOLUNTEER EXPERIENCE

Organization	Indus Business Academy (Formerly Indian Business Academy)	Volunteer
Location	Bangalore, Karnataka – India	2009-2011
Responsibilities:	CSR Initiative – HOPE founder Member,	
Organization	Varun Beverages Ltd(PepsiCo India)	Intern
Location	Kota, Rajasthan – India	2 Months
Responsibilities:	Survey of Retailer's satisfaction, market research for business opportunity, evaluation of competitor's business operations and business process	
Organization	The Olympic: The Sports Shop	Paid Project
Location	Bangalore, Karnataka - India	2 Weeks
Responsibilities:	Mystery Shopping, Customer satisfaction survey	



EDUCATION/CERTIFICATION/CREDENTIALS

Academic Level	Degree	Name of Institute & Board/ University	Year of Passing	Percentage/ CGPA
Post-Graduation	PGPM (Finance and Marketing)	Indian Business Academy, Bangalore	2011	6.9(CGPA)
Graduation	B.Com	IPS Academy, D.A.V.V. Indore	2009	68.6%
12th Standard		Bardsley. E.M.S.S. School Katni. C.B.S.E	2006	70.8%
10th Standard		Bardsley. E.M.S.S.School Katni C.B.S.E	2004	57.6%

PERSONAL PROFILE

Date of Birth	: 21-Sep-88	Marital Status	: Single
Domicile	: Katni, Madhya Pradesh – India	Languages Known	: Hindi, English
Current Location	: Bhopal Madhya Pradesh - India		