

# Avneesh Srivastava

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## RETAIL BANKING

### Certified Professional in Retail Banking

**Extensive background in Retail Banking** for Acquisition of new preferred customers, Enhancement of the relationship by cross-selling products and services as per the profile & need of the customers, deepening the size of the relationship, Retention of the customers by providing the best possible services and being the dedicated point of contact for these customers.

## SALES SKILLS

- Understand what the buyer wants
- Sell in a buyer-responsive manner
- Use psychology to engage the buyer
- Establish trust with the buyer
- Communicate succinctly
- Act on what the customer is saying
- Demonstrate subject matter expertise
- Help (as opposed to close) their prospects
- Tell really compelling stories
- Sell effectively over the phone
- Are socially active with target buyers
- Personalize their interactions
- Use a variety of marketing skills
- Help prospects achieve next steps
- Are more productive because of sales technology
- Tie daily activities to quota achievement
- Manage their pipeline like a portfolio

## PROFESSIONAL EXPERIENCE

### ICICI Bank Ltd.

ICICI Bank is India's largest private sector bank. ICICI Bank was originally promoted in 1994 by ICICI Limited, an Indian financial institution, and was its wholly-owned subsidiary. ICICI Bank offers a wide range of banking products and financial services to corporate and retail customers through a variety of delivery channels and through its group companies. Ms Chanda Kochhar, MD & CEO, ICICI Bank, has been named among Fortune's 50 most powerful women in business for the fourth consecutive year.

### Relationship Officer- Branch Banking, July-2013-present

Branch : B-127, Sector 41, Noida-201301

Achieving CASA target for the branch by generating leads for cross sell banking products. Carrying out the responsibilities of daily preparation of DSR; follow-up with the customer as per his convenience.

- Accountable for preparation of MIS regularly; preparing report and planning for monthly inventories.
- Ensuring the activation of accounts and resolving the queries of Customers.

- Obtaining & processing information required for provision of services, such as opening A/Cs, savings plans, purchasing bonds.
- Instrumental in checking of all the AOFs with all KYC norms and daily reports.

**Work Value:-**

- **Integrity:** My job requires me honest and ethical.
- **Dependability:** I am reliable, responsible and fulfilling obligations.
- **Leadership:** I am willing to lead, take charge, and offer opinions and direction.
- **Initiative:** I am willing to take on responsibilities and challenges.
- **Ownership:** I take ownership of my roll and responsibility.

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## EDUCATION & CERTIFICATIONS

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**Vinayaka Mission University Distance Education -NewDelhi**  
**Master of Business Administrator (Marketing Management), 2014**

**Agra University- Agra, UP**  
**B.A, 2013**

**Allahabad Board, UP**  
 Intermediate with 1<sup>st</sup> division from Mainpuri, 2006.  
 High School with 2<sup>nd</sup> division from Mainpuri, 2004.

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## OF NOTE

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**Professional Development:**

- Complete Retail Banking & Sales Management Diploma From NIIT-IFBI Delhi.
- Completed 3 Month Internship with ICICI Bank Ltd.

**Computer Skills:**

- Completed 15 Month Hardware and Networking Professional course in computer From Jet king Agra Duration (2007-2008)
- MS Office (Word, Excel, PowerPoint, Outlook)

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## PERSONAL DETAILS

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- **Date of Birth:** 08 July, 1989
- **Fathers Name:** R.P Srivastava
- **Permanent Address:** HN-141/149 Moh Agrawal New Basti –Mainpuri-205001
- **Marital status:** Married
- **Language Known:** English, Hindi.

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## DECLARATION

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The information provided above is correct to the best of my knowledge.

Place:

Date:

Avneesh Srivastava