

## **PRAVEEN M V**

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**Mobile : 9500075173**

Address : No.1, B-Block, Mint police quarters, Old jail road, Chennai – 600079.

### **OBJECTIVE**

As an interim, to obtain a position that will enable me to use my strong knowledge in Financial Markets, my experience, skills, educational background, and ability to work well with people. To secure a position with a well-established organization with a stable environment that will lead to a lasting relationship in the Financial Planning field.

### **WORK EXPERIENCE**

As a Customer Service Manager in ICICI Bank Ltd (From Jan 30 2012 to till date)

- Handling Customer queries and engaging with them.
- Generating new business and enhancing existing customer services thereby contributing to the branch and high quality customer relationship management.
- Managing the key account relationship and serving as the single point of contact for mapped customers; increasing CASA, Term deposits and maximizing fee income for the bank.
- Sourcing of Life Insurance Business through ERV, NCA and walk-in customers.
- Updating and maintaining all MIS which includes Calls, Visits, Business gained, Attritions, Dormancy activation and reporting the MIS to the Branch Manager on daily basis.
- Ensuring 100% compliance in audit parameters with statutory requirements laid by acts governing banking regulations.
- Servicing Clients on account related queries , Channel migration facilities, Currency Notes and Travel card.
- Mapping the Client's requirements and providing them expert advisory services pertaining to selection of right products.
- Enabling financial planners and Chartered accountants into Home loan Connector model with ICICI.
- Savings Account, Current Account, NRI Account opening through activity planning. existing customer reference.
- Cross selling of various products (Mutual Fund, Gold coin, Life insurance, Demat and Loans) across the counter.
- Relationship management is my key deliverable, ensuring compliance, high service quality with ensuring zero percent escalations.

## **EDUCATIONAL QUALIFICATION**

- M.B.A (HR & Marketing) SIVET college, Madras University 2009-2011, Passed out with 78%.
- BSc Chemistry Loyola college, Madras University 2006-2009, Passed out with 70%.
- HSC Comp.Sci ST.GABRIELS.H.S.S 2004-2006, Passed out with 65%.
- SSLC Madras Matriculation School 2003-2004, Passed out with 79%.

## **CERTIFICATIONS**

- Post-Graduation Diploma in Banking and Operations in IFBI Sep11 – Jan2012
- NISM Certified and IRDA Certified.

## **COMPUTER LITERACY**

- Windows-8 , Windows-7, Windows XP
- Ms Office -2013, Ms Office 2010.

## **Selected Accomplishments at ICICI**

- Outstanding Performance award for CASA inflow at March 2013.
- Power of Chennai Talkies Outstanding Performance award for CASA Sourcing September 2013
- Won Forex King champ award at ICICI Bank
- Chennai Sangamam Life insurance Awards.
- FCRM Champ awards.

## **Extra Curricular Activates**

- Participated in Cricket league matches held in the city among colleges.
- Member of College volleyball team.
- I was a active member of ROTARACT club of Loyola.

## **PERSONAL DETAILS**

- Name: Praveen M V
- Age : 25
- DOB – 24-07-1988
- Father name : A Mohan

- Languages known :English and Tamil and Malayalam
- Sports: Cricket and Tennis

**DECLARATION**

I hereby declare that all the information stated above is true and complete to the best of my knowledge and belief.

Place : Chennai

Date :