

KRUNAL R . RANA

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CAREER OBJECTIVE :

I am seeking to be part of an organization where I can utilize all my qualities & skills to the best level. I am keen to be associated with an organization which provides me opportunities to prove myself & provides me perfect platform to grow faster.

BANKING PROFESSIONAL :

Seeking an opportunity for professional challenge and growth to support and enhance co-operative objectives of the company.

SUMMARY OF SKILLS :

- Sincere, diligent & focused professional with **experience of over 2.5 years in the industry**, currently spearheading as **Branch Gold loan counselor with ICICI Bank**.
 - Sound understanding of **Banking Operations and Procedures** with proven strengths in building profitable business relationships while analysing the market.
 - Ability to analyze and understand **Business Requirements, Sales and Marketing Strategies**, Customer-Value Maximization, Developing new Business Processes and Revenue Streams.
 - Good knowledge of **various financial activities and can effectively define the financial objectives** and can design & implement systems, policies & procedures to facilitate internal financial controls.
 - **Well developed communication skills**, verbal as well as written coupled with exceptional presentation skills.
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PROFESSIONAL :

EXPERIENCE :

December 2011 – June 2013

IIFL GOLD LOAN

Service Desk Officer

- Ensuring better branch operations and providing consistency in delivering service and excelling bench marked service levels.
- Planning and conceptualizing various strategies to achieve business goals for sales and aim towards the growth in business volumes as well as profitability in order to achieve the set targets.
- Appraising the targeted customers on various products & services of the Organization, such as Gold loan, Mutual Funds, Bonds and Insurance products.

- Ensuring compliance of IRDA rules & regulations for selling of insurance products.
 - Effectively managing customer relation operations and ensuring customer satisfaction through quality service.
 - Retaining customers by providing best possible service in terms of immediate response to enquiries, quick execution of request and by keeping the customers updated.
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ACHIEVEMENTS :

- I have won the contest of V P ELITE CLUB(GUJARAJ TITANS IN ICICI PRUDENCIAL LIFE INSURANCE) in Aug-2012 on Central Zone.
 - I won the Contest of V P ELITE CLUP PREMIER Certificate (ICICI PRUDENCIAL LIFE INSURANCE) in Jan-2013 on Central Zone.
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ICICI BANK LTD

Since February 2014

Gold loan Counselor

- Retaining customers by providing best possible service in terms of immediate response to inquiries, quick execution of request and by keeping the customers updated.
 - Focus on new business and also taking care of recovery of gold loan on timely basis.
 - Doing Gold loan activities on regular basis to improve the business.
 - I had received additional incentives on regular basis for achievements.
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EDUCATIONAL CREDENTIALS:

B.A, 2007

Shri R.P Arts & K.B Commerce College, **50.33%**

XII, 2004

S K Vaghela High School, **52.83%**

X, 2002

M T High School, **51.86%**

Computer Proficiency

Microsoft Windows, MS Office, Open Office, Tally 7.2 and Internet Applications

PERSONAL INFORMATION:

Date of Birth	: JULY 25 th , 1987.
Marital Status	: Married
Hobbies	: Travelling.
Language known	: English, Hindi, Gujarati.