

Saqlain Haider

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CAREER OBJECTIVE

As a team player work in a challenging and professional environment, where-in I can use my skills and learnings to the maximum and achieve beneficial and desired results for the organization.

To utilize my skills towards a challenging career in an organization that will provide continuing opportunities to learn and grow. To scale great heights on the basis of my capability and determination.

Location Preference: Delhi / NCR

PROFILE SUMMARY

- A budding student with MBA (Banking and finance) from Manipal University.
- Exposure in providing industry research deliverables utilizing market research methods such as data collection, and quantitative & qualitative analysis
- Endowed with a passion for winning as evinced through demonstrated excellence in academic & extracurricular areas
- Focused & goal driven with strong work ethics, continuously striving for improvement coupled with commitment to offer quality work
- Quick learner & highly energetic having a keen aptitude for learning and applying new knowledge resourcefully
- Team player with strong communication & analytical abilities

EDUCATION

2014 MBA (Banking & Finance) from Manipal University (7.58/10 cgpa)
2011 BCA from Sathyabama University, Chennai (80%)
2007 12th (Commerce) from Bal Bharati Public School, Delhi, affiliated to C.B.S.E. Board with 67%
2005 10th from Bal Bharati Public School, Delhi, affiliated to CBSE Board with 78%

PROFESSIONAL EXPERIENCE

Organization Name	:	ICICI Bank
Duration	:	2 Years 5 months (15 th February 2012 to 17 th July 2014)
Profile	:	Customer Service Manager
Location	:	Sojat Road branch Jodhpur, Rajasthan

Description:

- Handling the entire gamut of banking operations including A/c opening, fixed deposits, lockers
- Resolving customer queries related to assets and liabilities
- Providing services including FD, RD, Statement, Balance Certificates, interest certificates etc.

RESPONSIBILITIES SHOULDERED

- Aiding in financial planning and suggesting suitable investment plans to customers
- Providing product knowledge to walk-in customers to increase sales and enhance client satisfaction
- Generating referrals from internal database to achieve the assigned targets
- Selling products and services of the bank and generating business for the organization
- Enhancing the value of existing Current and Savings Accounts to retain existing customers
- Reviewing all critical reports and monitoring cash levels to keep a check on systems
- Solving audit and compliance issues in the branch

CERTIFICATIONS

- Mutual Fund certification from BSE
- NCFM Certification from NSE
- IRDA Certified

EXTRAMURAL ENGAGEMENTS

- Won “ Mujhme hai Hero” Contest for sourcing quality accounts at Zonal Head felicitation at Jaipur
- Won Life Insurance contest for Jodhpur –Region at Regional level
- Won 5 products on 5th day of the month and six products on 6th day of the month Contest at regional Level

ACTIVITIES & INTERESTS

- Reading newspaper
- Social networking
- Watching Cricket

SKILLS

- Good multi-tasking abilities due to efficient time management
- Good interpersonal and co-ordination skills
- Above average knowledge of MS Word, PowerPoint and hands on knowledge of MS Excel
- Proficient in Windows Operating Systems (98 / 7 / 00 / ME / XP / Vista)
- Sound Knowledge of working in Finacle Software version 7.

STRENGTHS

- Creating a positive environment that fosters acceptance and tolerance, and in which all employees work hard, contribute ideas and feel free to ask for help
- Modelling how to build and maintain positive working relationships; creates a strong feeling of belonging and cohesion within the branch.
- Using broad operational knowledge to resolve the most difficult and complex customer issues.
- Building bridges manages conflict and finds common ground to bring people together to achieve impressive results, despite significant differences.
- Anticipating customer needs and creates services to meet those needs.

PERSONAL DETAILS

Date of Birth	:	18th Nov, 1989
Sex	:	Male
Marital Status	:	Single
Nationality	:	Indian
Father's Name	:	Md. Shibli Nomani
Languages known	:	English, Hindi