CURRICULAM VITAE

BASHEER SHAIK

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**Career Objective**

An experienced and well maintained professional having ample amount of knowledge in banking sector and seeking an opportunity in the organization to use my skills and be able to contribute to the firm for which i am working. I will be best effort to learn the company's policies and make better decisions in the favor of the company.

**Areas of excellence**

- Action oriented and a "can do" person.

- Achieving the targets & create new bench mark.

- High level of integrity and honesty.

- Work with a team or an individual.

- Dedicated and high work ethic.

- A quick learner.

- Proficient in MS-Office and Finacle-10X.

**Work experience**

• **ICICI BANK PVT LTD** / Mahabubnagar **SINCE-13-03-2012**

• JOB TITLE- **ASSISTANT MANAGER**

• JOB ROLE – CUSTOMER SERVICE OFFICER

**Professional summary**

• A competent professional with over 3 years of experience in the areas of Customer service in Banking

• Having 2 years of experience in Handling Teller counter transactions.

• Ensuring customer satisfaction by providing superior service delivery & achieving service quality norms.

• Building and maintaining healthy business relations with high net worth and corporate clients, ensuring high customer satisfaction matrices by achieving delivery & service quality norms.

• Responsible for acquisition through direct sales to walk-in as well as referrals from walk- in customers.

• Responsible for directing the use of latest technology and procedures hence increasing the customer services at higher rates.

• Responsible for processing RTGS, NEFT, DD and generation of concern reports and verifying.

• Good at cross sell every product offered by bank like Accounts, FD, General insurance , Life insurance, Agri loans, Loan against gold and MF.

• Responsible to deal with investments and new accounts everyday.

• Good at Agri Lending and all the documentation.

• Responsible for updating daily reports to the manager.

**Key responsibilities**

• Create a quality relationship between bank and customers.

• Increase branch deposit base and loan portfolio.

• Promote bank's vision and values on a daily basis.

• Manage and exceed all sales and service functions and goals.

• Auditing and filling out reports for the branch

• Handling customer issues.

• Supervise, manage and train staff.

• Assisted in new accounts and the development of excellent customer service.

• Conveyed in a reasoning manner step by step instructions to resolve issues.

**Key Achievements**

 Got Rating 2, 2 &1 for the year 2013,2014,2015 in ICICI BANK LTD

 Got Promoted within three years after joining.

 Won **the JANUARY JOSH ,STARS OF AP CONTEST AND all** Contest Launched

by ICICI Bank for the year 2014-2015 for Life Insurance.

 Awarded as a best performer for the **Monsoon Masters Contest** held by ICICI Bank Ltd for LIFEINSURANCE mobilization.

**Education**

• Completed Ssc from Z. P High School- Chandaluru ( Darsi ).

• Completed Intermediate from S.G.P junior college- Darsi.

• Completed Graduation ( Bsc) from J.K.C college-Guntur.

• Completed Post Graduation Diploma in Banking Operations ( PGDBO ) From NIIT-Hyderabad.

**Personal information**

Name : Basheer Shaik

Gender : Male

DOB : 25-09-1989

Father name : Mohiddin Shaik

Marital status : Unmarried

Languages known : Telugu, Hindi, English

I do here by declare that the above given information is true to the best of my knowledge.

Yours sincerely,

**BASHEER SHAIK.**