**Curriculum Vitae**

**Miss Neha Dikola**

Address:-Flat 303 3rd floor Sterling house convent street Camp Pune 411001

Mob:-09970060826

E-mail: [neha.dikola@yahoo.com](mailto:neha.dikola@yahoo.com)

**Objective:** Seeking a challenging position utilizing my abilities developed for career growth to promote the growth of the organization.

**Summary:** An adaptable, experienced & enthusiastic person who takes great pride in his work. communicates well at all levels & is liable to perform working relationships quickly with a wide range of people. Used to working under pressure & to meet strict deadlines.

**Main Strengths**: Dedication at work, computer proficiency, assertive nature excellent communication skills & good at grasping work related field.

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**PERSONNEL DETAILS:**

* Fathers Name Mr. Karamjeet Singh Dikola
* D.O.B 1st October 1986
* Sex Female
* Marital Status Un-married
* Nationality Indian
* Languages Hindi, English, Marathi
* Temporary Address Flat no. 303 3RD Floor Sterling House Convent Street Camp

Pune-411001 (M.H)

* Permanent Address Near Boudha Vihar, Shankar Nagar, Dist:-Durg Chhattisgarh
* Hobbies Drawing, Reading

**ACADEMIC QUALIFICATION:**

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| --- | --- | --- | --- | --- |
| **SEMESTER/ CLASS** | **BOARD/ UNIVERSITY** | **Year** | **Div.** | **Aggregate** |
| 10th | C.G. Board, | 2002 | 75% |  |
| 12th | C.G. Board, | 2004 | 59.5% |  |
| B.Sc. (Part-I) Microbiology | Pt. R.S.S University Raipur | 2007 | 60.83% | 61.27% |
| B.Sc. (Part-II) Microbiology | Pt. R.S.S. University Raipur | 2008 | 62.50% |
| B.Sc. (Part-III) Microbiology | Pt. R.S.S. University Raipur | 2009 | 60.50% |
| M.Sc.  Microbiology | Govt.VYT PG Autonomous College Durg(Affiliated to  Pt. R.S.S.U) | 2011 | 66.38% | 66.38 |

**ACADEMIC TRAINING:**

* **“Utilization of tofu whey for the preparation of non-fermented and fermented mango beverage and its quality evaluation”-: (MSc dissertation)**

Central Institute of Agricultural Engineering (*ICAR*), Nabibagh, Berasia road, M.P, Bhopal

Duration: 1st June-1st November 2010 (6-months project)

* **“Quality analysis and laboratory testing of milk”-: (Vocational training for partial fulfillment of BSc Microbiology)**

Sanchi Sahkari Dugdha Utpadak Sangh Limited Raipur, Urla, P.O., B.M.Y., Dist.-Durg (C.G)

Duration: 1st July -31st July 2008 (1-month project)

One month training on quality analysis like fat, sugar, adulterants test and laboratory

Testing like standard plate count, total fungal count, coliform test.

**PUBLICATION:**

M.K.Tripathi, Smarika, Priyanka, Neha, L.K.Sinha and Krishna Jha. Antioxidants activity in soy products: Biochemical strategies to assay their role in enhancement of shelf life. UniJournal of Phytochemistry and Ayurvedic heights.2010 (Dec) ((Published)

**EXTEMPORE:**

* Award in painting in State level from Mahakoshal Kala Parishad Raipur (C.G)

**SPECIAL ACHEIVEMENTS:**

1. Attended 7 days workshop organized by Nitza Biological Hyderabad on the topic “Extraction and purification of enzyme-Renin”.
2. Attended National Conference for Microbiology and Biotechnology in Bhilai (C.G) on the topic “Effect of climatic conditions on Biodiversity”.

**CORE COMPETIENCES:**

* **Marketing /Business Development** **:-**
* Implementing Business Development plans to map new acquisition against targets allotted for the branch.
* Implementing competent strategies on field with a view to penetrate new Business and expand existing ones, meeting pre-determined business objectives.
* **Customer Relationship Management :-**
* Effective Management of Customer Relationships; ensuring maximum customer satisfaction by providing timely clarification of queries.
* Interacting & developing rapport with all external/internal constituents of client at all levels; for maximum client retention and achievement of revenues, ensuring ease of cross sell by providing one stop solution to the segment clientele.

**Professional Experience:**

* **Organization – Kotak Mahindra Bank Ltd**
* Designation- Assistant Manager
* Duration - From 15th April 2014 till date
* Job Responsibility-

; Sourcing of new Saving & current accounts, FD & LI as cross sell part.

; Responsible for establishing and maintaining positive customer relationships, planning

and delivering effective sales strategies and monitoring the progress of new financial

products.

; Establishing and maintaining effective relationships with new and existing customers, establishing their needs and advising on the suitability of services;

* **Achievements:-**

**;** Certificate for “Best Performance In The Month of July 2014” . Booked TD of 22lacs as well as good numbers of CASA with high values.

**;** Sourced high value Current A/c (Ace current a/c=AQB 2.5lac) and saving a/c’s (Ace Saving a/c=AQB 50k) from the start of the joining month, for which appreciation mails flashed for ROMG region.

* **Organization - Axis Bank**
* Designation- Business Development Executive
* Duration - From 30th November 2012 3rd April 2014. On pay role of Axis Sales and Securities Pvt Ltd.
* Job Responsibility-

; Attend walk-in enquiries of the branch for credit cards, company sourcing, telecalling, Explain about different credit cards and look forward with the documentation work.

* **Achievements:-**

Won IPL T20 match tickets twice during the competition of Maximum points earned by the approval of credit cards.

* **Organization - HDFC LTD.**
* Designation-Customer Relation Executive.
* Duration - 1 Year 1 Month on pay role of HDFC SALES PVT LTD.
* Job Responsibility-

; Lead Management System, look after new enquires for Home Loan, Land Loan, Home Equity Loan, Top-Up Loan, Extension Loan, and Refinance

; Explanation about documentation and process of Home Loan.

; Follow-up upto disbursal of loan

; Handling customer queries of existing as well as new clients on the Board line no.

* **Achievements:-**

Through Data management skills and working on the leads according to the preferences of their source, we took the LMS system of the Nashik HDFC Ltd to the No.1 position in pan India, and maintained the same for more than 9-10months. Received gift cards as well for the same.

* **Organization - ING-VYSYA BANK LTD.**
* Designation - Business Development executive
* Duration - 3months
* Job Responsibility- Current Accounts, Saving Accounts, assets leads like Credit Cash limit.
* **Achievements:-**

Sourced Family Saving A/c’s (total=22a/c’s) with the current a/c and CC-limit of the same family in the 1st month of joining only.

**Declaration:**

I hereby declare that the above mentioned information is correct up to my knowledge and I bear the responsibility for the correctness of the above mentioned particulars.

Place: Pune (M.H) **Neha Dikola**