|  |  |
| --- | --- |
|  | MEGHA MALIK  A-23 Sri Ram Apartments, Sector-4, Plot No. 32, Dwarka, New Delhi 110075  | malik.megha@outlook.com  | 09560977763 |
| **Objective** | I am looking forward to work in a supportive and co-operative environment, which provides me an opportunity to enhance my knowledge and skills while contributing my best. |
| **Skills & strengths** | * Good selling skills * Customer first approach * Dedicated professional * Ability of analyzing and resolving customers concerns * Stress tolerant professional * Responsible * Ability to adapt * Positive attitude * Efficient and effective |
| **Experience** | **ORGANIZATION: ICICI BANK, Najafgarh, New Delhi**  **Designation: customer service OFFICER**  23rd november 2012 till date.  **Achievements and Rewards**   * Handling cash as well as sales simultaneously. * Identified potential leads for various assets and fee products. * Successfully managed to meet the minimum requirement of 10 calls and 1 visit per day for retaining the existing customers and acquiring new customers. * **Over achieved the revenue target for the FY 13-14 by generating 6,86,103 as against the target of 4,80,000.** * **Acquired 46 new customers that include both saving account and current account customers.** * **Closed 62 cases of assets products that include credit cards, personal loans, auto loans and jewel loan.** * **Sold 80gms of gold coins during the festive season.** * **Closed 18 cases of life insurance policy, the bwrp of which is 17,49,175.** * **FD mobilization value 14,90,000.** * **Fee products mobilization 99808.** * **More than 50,00,000 of gold loan disbursements during the FY 13-14.** * **Gold loan camp for the month of January for sourcing and closing gold loan of more than 14,00,000.** * **Won the “sammaan” award for over-achieving the personal loan targets during quarter 1 of FY 13-14**. |
| **Education** | **n.k. bagrodia public SCHOOL,** dwarka   * Passed secondary school examination in 2007 with 76%. * Passed senior school certificate examination in 2009 with 78.8%   **sri venkateswara college (university of delhi)**   * Passed b.com (hons) with first division in the year 2012.   **institute of finance, banking and insurance (ifbi)**   * Passed postgraduate diploma in banking operations with 76%. * Cleared NISM (National Institute of Securities Markets) with 54.75%.   **Cleared NSDL- depository operations module of the NCFM with 62%**. |
| **achievements during studies** | * Represented “Aryabhatta house” as the Creative head in 11th and 12th standard. * Won several prizes for Rangoli making, poster making, salad making and dancing competition in school and college. * Active member of the commerce society in college. * Volunteered at the college festival “nexus” in the year 2011. |
| **interests** | * Travelling * Dancing * Socializing * Drawing |
| **References** | MR. ABHISHEK SINGH, branch manager  icici bank najafgarh branch  09650960321  MR. SHARAD SHUKLA. BRANCH SALES MANAGER  ICICI BANK NAJAFGARH BRANCH  08527091870 |