**SHIVAM GUPTA E-Mail:** sam21\_g@yahoo.co.in **Contact:** 8953990823

***Seeking middle level assignments in Banking Operations / Customer Relationship Management with an organisation of high repute***

***Preferred Location:*** *Anywhere in North India*

**Professional Preface**

* A dynamic professional with **more than 5 years** of experience in Branch Banking Operations/Sales and Customer Relationship Management.
* Expertise to banking operations and sales to ensure optimal service and efficiency levels.
* Deft in establishing performance-oriented systems / procedures for execution of operations.
* Proficient in handling the entire gamut of banking operations entailing opening of accounts, handling various accounts & its functioning & providing the basic banking facilities to the account holders.
* Adroit in performing all banking operations effectively & efficiently.
* Demonstrated abilities in cementing healthy relationship with the clients for generating business and leading workforce towards accomplishing business and corporate goals.
* Possess good communication and analytical skills with demonstrated abilities in customer relationship management.

**Areas of Expertise**

**Branch Business**

* Implementing competent strategies for boosting the business with a view to penetrate new accounts and expand existing ones for meeting pre-determined business objectives and targets.
* Identifying new streams for revenue growth and developing marketing plans to build consumer preference across the assigned regions.
* Determining financial objectives, preparing policies & procedures for streamlining the branch operations.
* Ensuring adherence to corporate and regulatory compliance.

**Banking Operations**

* Handled Current Account Deposits, Savings Account Deposits, Term Deposits, Cash and lockers responsibilities.
* Following the process / procedure of the bank & ensuring compliance to rules and regulations of the bank including latest circulars & notifications.
* Handling customer complaints / queries & account opening along with verification of account opening forms in tune with norms of RBI & making the decision to accept / reject.

**Customer Relationship Management**

* Managing customer centric branch operations, forwarding customer instructions to the concerned department & ensuring customer satisfaction by achieving delivery & service quality norms.
* Interfacing with high net worth clients for understanding their requirements & suggesting the most viable solution.
* Cultivating relations with them for customer retention & securing repeat business.

**Employment Scan**

**More than 4 years of experience with ICICI Bank Ltd. as Customer Service officer (BRANCH BANKING).**

Accountabilities

* Responsible for compliance and service of the branch.
* Managing the banking operations related to account opening, return of unpaid cheques and resolving customer queries.
* Coordinating with colleagues for the better productivity of the branch.
* Looking after, FCRM, processing of expenses and channel migration.

**Scholastics**

**Professional qualification:**

· NSDL Qualified in Depository operation module.

· MBA (marketing ) from SMU Distatnt Learning

· Post Graduate Diploma in Banking Operation from Institute of Finance Banking & Insurance, New Delhi

**Academic qualification:**

Completed B.Sc. with physics &mathematics in 2006 from MJP Rohilkhand University and secured 54.56%marks.  
Completed 10+2 in science from Islamia Inter College Shahjahanpur in year 2003 and secures 54.4 % marks.   
Completed schooling from St. Paul's Inter College Shahjahanpur in year 2001 and secured 57.33 % marks.

**Personal Dossier**

**Date of Birth:** 21st March 1986

**Permanent Address:Mohalla Bharatdwaji, Near Munnu Ganj Gate Shahjahanpur – 242001 (U.P)**

**Linguistic Abilities:** English and Hindi

**Date :**

**Place :**

**Signature :**