RESUME

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| DhanyaJames  Outhirakudishumakal (H), Nedungome(P.O)  Chundaparamba, Kannur (Dist.),  Kerala, Pin: 670631  Phone: 0460-2265247  Mob.: 09895201400  Email:[dhanj24@yahoo.com](mailto:dhanj24@yahoo.com) |
| Personal Profile  Name :Dhanya James  Father’s Name :O.V James  Date of Birth :30-05-1992  Nationality :Indian  Gender :Female  Marital Status :Single  Permanent Telephone No :9895201400  Languages Known :English, Malayalam |
| Educational Credentials   |  |  |  |  |  | | --- | --- | --- | --- | --- | | Year of Passing | Degree | Course/Board | School/University | Percentage/Grade | | 2012 | Bachelor of Science | Biotechnology | Mangalore University | 75% with Distinction | | 2009 | Grade XII (Science + Math) | Kerala State Board | Nirmala Higher Secondary School, Kannur | Grade B | | 2007 | Grade X | Kerala State Board | St. Teresa's Anglo Indian Higher Secondary School, Kannur | Grade A | |
| Job Experience  Currently employed as Junior Officer in ICICI Bank Ltd. From 3rd June, 2013  Job Profile   * Responsible for achieving the monthly sales target assigned to me, for various products and services offered by ICICI Bank * Cross sell new products and service opportunities * Market mapping , customer mapping ,competitor mapping in the geography assigned * Proactively identify sales prospects and carry out business development activities in the geography assigned * Follow up on new leads and referrals to generate business * Ensure customer satisfaction * Resolve customer queries /issues * Maintain periodic status reports, including daily activity report and calls/follow-ups made   Achievements   * Winner of ‘Zonal Achievers Conclave‘ contest by ICICI Bank in Q2 ,Q3 and Q4 FY 2013-14 * Winner of ‘Stars Of South’ contest by ICICI Bank for July – Feb 2013-14 * Winner for the best performance Cluster Wise July – Feb 2013-14 * Awarded the Best CASA JO in the Regional Business Head Contest conducted in the month of July, 2013 * In November, 2013 became the topper by acquiring maximum number of accounts in Kerala Zone. * Won Award for doing Life Insurance contest by ICICI Bank for Feb-March and June 2014 * Perfomance Management System (PMS)Rating “1”in the FY June-March 2013-14 . * Winner of ‘Value Builder’ Contest by ICICI Bank for May and August 2014 * Certified as DVU (Document verification unit) Employee of ICICI Bank 2014   Previous Job Experience  Worked as ‘ Customer Relations Executive’ at Poornam Info Vision Pvt. Ltd(Bobcares) from 20th November 2012 - 30th May 2013  Job Profile   * Debug and correct technical issues on Web servers * Handling Level 1 and Level 2 chats for foreign clients and customers and Handling ticketing details of clients. * Voice support for foreign clients(Inbound and Outbound) * Monitoring servers of client. * Creating confidential contract between the client and our company through (SLA/NDA)   Computational Skill  Application Software : MS Office, Photo Shop  Working experience with :Windows XP,Windows 7, Linux  Career Objective  “To contribute best of my ability and knowledge towards the growth of a progressive company and to enhance my professional & interpersonal skills.”  Graduation Project  Optimization of media for Glucanobacter species in the preparation of DHA. DHA (Decosahexaenoic acid), an essential fatty acid which is found in infant food which helps in the development of infants, particularly as regards to their eyes and brain.  Extracurricular activities   * Won first place in state level Band Troupe in 2007 * Sub-Dist. Runner up in Basketball in 2007 * A lead part in organizing seminars, quiz etc in college |
| Personal Attributes   * Hardworking, Positive thinking, Team player, Integrity, Good Adaptability and Communication skills. * My hobbies includeDrawing, Dancing , Craft Work and Art |

Declaration

I hereby declare that the information furnished above is true to the best of my knowledge and belief.