**CURRICULUM VITAE**

**Renu Mathew**

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**Professional Experience:**

**ICICI Bank(Feb 2011 To Till Date)**

**Customer Service Executive**

**Job Profile : -**

* Mainly deals in Acquisition of quality saving and current account.
* Responsibility also includes liability sales and cross sell of Asset / other products.
* Maintnig the Relationship with the good customers by visiting ,and ensure that customer make us their primary bank.
* Knowing about where all the customer is currently banking and moving him to our Bank
* Monitoring customer account for suggesting better returns and Ensure that customer scope
* Expertise in Finacle 7.0(Banking software) is done and products targeted accordingly
* Work on value building by Monitoring large amount movements,and monitoring account for increasig TRV , which will be result in good casa value
* . Tracking of account opening forms,tracking of their status of the forms,tracking of SFA ID etc.
* Handling customer request ;like,chequebook request,mobile registration,address change etc.
* Handling Front office at branch level Including HNI clients. Develop &
* Maintain relationship with existing clients for business development.
* Opening all types of Savings accounts and FD’s. Scrutinizing the same as
* Per given KYC guidelines and send the same for processing to Central
* Processing Centre. Direct all operational aspects of the branch to include
* Distribution, operation, customer service, administration and sales in a
* Manner that support searching the profitability goals
* Provide quality service to the customers.

**Achievements:** Got P2 for good performance within 1 year

**EDUCATIONAL QUALIFICATION :**

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| Qualification | University | Percentage |
| B.A | Mumbai University | 2nd class |
| M.A | Mumbai University | 2nd class |
| HSC | Maharashtra Board | Distinction |

**HAVE NOW COMPLETED FIRST YEAR MBA FROM SIKKIM MANIPAL UNIVERSITY**

**CERTIFICATIONS :**

* Have got many certificates for academic performance as well as for cultural activities.
* Got Diploma certificate in DBB from IFBI.

**EXTRA CURRICULAR ACTIVITIES :.**

Have topped in HSC in Saudi Arabia, Got many scholarships in colleges and was awarded as best student.

**PERSONAL INFORMATION :**

Date of Birth : July 16, 1988

Languages known : Englishi, Hindi,Malayalam,Arabic and Marathi

Maritial Status : Single

Date:-01/07/2014