**PRIYANK AGARWAL**

94-A,Balaji Nagar, Ajmer

**Mob**- 9602781058,**E-mail**– [priyankagarwal001@gmail.com](mailto:priyankagarwal001@gmail.com)

Seeking an opportunity in Banking Operations & Administration field to utilize skills and qualitie

Organizational Experience

Snap View

1. Efficient and qualified professional with more than 2.5 years of experience in the area of **healthcare operations**
2. Currently working with **Genpact (Bupa Corporation), Jaipur as a Process Associate.**
3. Attractive and impressive communication, managerial & interpersonal skills & work expertise being a a quick learner in a perfect and competent working environment.

**Genpact (Bupa international), Jaipur**

**July 2012 to till date**

Exposure: Being a Process Associate

* Efficiently monitored the team regarding the SLAs and quality measures for more than one year.
* Always fulfilled the clients requirements with dedicated and responsible attitude and developing and implementing the adequate and innovative ideas.
* Taking care of overall functioning of the process with improving measures.
* Mapping the clients’ requirements and coordinating, developing and implementing the processes in line with the pre-set guidelines.
* Monitoring the overall functioning of processes, identifying improvement areas and implementing adequate measures to maximize customer satisfaction level.
* Playing role of Subject Matter Expert & Team Coach and helped team members in terms of filling the knowledge gap for the team.
* Handle New Hire/Cross Skilling Training for Consumer Account Opening with training activities i.e. monthly Process knowledge Test, Training tracker. (Trained more than 7 vital resources).

Certificates and Achievements

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🙧 Got the SPOT award in the month of February 2013.

🙧 Won the Eveready performer of the quarter in October 2014.

🙧 Got appreciations form Client end as well as the Management dept for the preferred

and dedicated work for the organization.

**Academic Credentials**

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| --- | --- | --- | --- | --- |
| **Qualification** | **Year of Passing** | **School/College** | **Board/University** | **Percentage** |
| **Graduation** | 2012 | Government College Ajmer | M.D.S University | 50 |
| **XIIth** | 2009 | Lawrence And Mayo Public school | C.B.S.E | 73 |
| **Xth** | 2007 | Maheshwari Public School,Ajmer | C.B.S.E | 54 |

**Certification Details**

* Certification from APTECH in Computer Diploma.
* N.I.S.M Module 6 Certification in depository & score 70%
* Took personality development and communication skill training from Genpact training programmes .

**Personal Details**

Gender : Male

Age : 25

Date of Birth :09/04/1990

Father’s Name :Mr.Mahendra Agarwal

**PGDBM with TimesPro**

**Completed Post Graduate Diploma in Banking Management PGDBM**

**Modules Covered:**

* Introduction to Banking
* Law and Practice of Banking
* Retail Banking
* Business Banking
* NRI Banking
* Wealth Management and Financial Panning
* New Age Banking
* Core Banking Solution (Finacle)
* Management of Banks
* Communication Skills
* Sales and Relationship Management
* Essentials of Customer Service
* Accounting and Financial Mathematics for Bankers
* Business Intelligence
* Economic Times FinPro
  + GDP, Business Cycles, Inflation
  + Interest Rates, Monetary Policy, Fiscal Policy
  + Mutual Funds and Hedge Funds
  + PPF, NSC, POMIS, RGESS, NPS
  + Investor Life Cycle, Financial Goals, Saving Pattern changes
  + Income Tax, Capital Gains Tax, Dividend Distribution Tax for MFs

**Academic Scores**

|  |  |
| --- | --- |
| **Subject** | **% Marks Obtained** |
| Introduction to Banking | 72% |
| Law and Practice of Banking | 80% |
| Retail Banking |  |
| Business Banking | 68% |
| NRI Banking | 92% |
| Wealth Management and Financial Panning |  |
| New Age Banking | 80% |
| Core Banking Solution (Finacle) |  |
| Management of Banks |  |
| Communication Skills |  |
| Sales and Relationship Management |  |
| Essentials of Customer Service |  |
| Accounting and Financial Mathematics for Bankers | 72% |
| Business Intelligence | 91% |
| Economic Times FinPro |  |

I hereby declare that all the above statements are true and complete to the best of my knowledge.

Place: Jaipur Name: