**RIMJHIM DAS**

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**Mobile no: 8376800742**

**A/27, THIRD FLOOR TAGORE GARDEN EXTENSION**

**NEW DELHI: 110027**

**OBJECTIVE : To work in a competitive and growing environment and use my experience in banking and client management for handling a larger portfolio of customers to the best of their satisfaction and brand image.**

**EDUCATION:**

* **PASSED TENTH BOARD EXAMS WITH 89.8% IN 2003.**
* **PASSED TWELTH BOARD EXAMS WITH 71% IN 2005**
* **PASSED GRATUATION IN B. com from D.R. B.R. Ambedakar university Agra, in 2010 with 76%.**
* **Passed a 9 months Diploma in banking and client management from manipal school of banking Bangalore through kotak mahindra bank probationary officers programme from DEC 2011 TO SEP 2012.**

**WORK EXPERIENCE:**

* **June 2010-NOV 2011: MEGA SEALING DEVICES PRIVATE LIMITED.** 
  + - * + **Handle phone enquiries/booking**
        + **Attending to customer sales enquiries over the counter**
        + **Manage and handle feedback and complaints**
        + **Other ad-hoc duties that may be assigned by the management from time to time.**
      * **OCT 2012 – 31 DEC 2012: PROBATIONARY TRAINING IN KOTAK MAHINDRA BANK, EAST PATEL NAGAR NEW DELHI BRANCH** 
        + **CUSTOMER REVIVAL THORUGH PHONE CALLING AND CLIENTLE MEETING**
        + **OVER THE COUNTER CLIENTLE SERVICING**
        + **LEARNING BASIC BANKING SOFTWARES LIKE FINNACLE AND SEIBEL**
        + **UNDERSTANDING BASIC BANK SPECIFIC FORMATS AND PROCESSES.**
      * **JAN 2013- TILL DATE: KOTAK MAHINDRA BANK, RELATIONSHIP OFFICER.**
        + **CLIENTLE MANAGEMENT THROUGH A MAPPED PORTFOLIO OF EXISTING CUSTOMERS.**
        + **CROSS SELL FIXED DEPOSITS, INSURANCE, AND GENERAL INSURANCE, DEMAT ACCOUNTS, CURRENT ACCOUNTS, SAVING ACCOUNTS, MUTUAL FUNDS, SIPS.**
        + **FRESH ACQUISITIONS OF CUSTOMERS.**
        + **CASA deepening of new book of fresh customers as well as existing book of customers.**
        + **Meeting product specific targets as per the bank requirements**
        + **Handling service issues of the customers**
        + **Grouping of customers under parent id and upgrading them to prima.**
        + **Upgrading the customers to privileged categories by enhancing their portfolio .**

**ACHIEVEMENTS:**

**HAVE GOT THE CERTIFICATE FOR DOING MAXIMUM LIFE INSURANCE BUSINESS IN FIRST QUARTER OF FINANCIAL YEAR 2014-2015 IN THE CLUSTER.**

**HAVE GOT THE CERTIFICATE FOR DOING THIRD HIGHEST NO OF SAVIINGS ACCOUNTS IN FIRST QUARTER OF FINANCIAL YEAR 2014-2015 IN THE CLUSTER.**

**HAVE GOT THE HALLOF FAME IN SELLING MEDIPRIME IN FEBURARY 2013.**

**TOPPED THE REGION IN SELLING DEMAT TRADING ACCOUNTS IN JAUNARY 2013**

**GOT THE BEST ALL ROUNDER AWARD IN MANIPAL SCHOOL OF BANKING.**

**HAVE QUALIFIED SEVERAL LOCAL DELHI LEVEL BANK SPECIFIC CONTESTS IN DOING INSURANCE LIKE GLADIATOR CONTEST, PIRATES OF GRILL CONTEST ETC.**

**SPECIAL SKILLS:**

**DEDICATED AND PASSIONATE TOWARDS JOB RESPONSIBILITIES.**

**STRONG COMMUNICATION SKILLS AND CLIENT ORIENTATION**

**GOOD KNOWLEDGE OF BANKING PRODUCTS.**

**DIVERSIFIED SALES SKILLS**

**CERTIFICATIONS:**

**IRDA QUALIFIED, NISM (AMFI), NSDL, Diploma in banking and client management.**