**Nimita M Arora**

**Mobile:** 9769432143  **E-Mail**: nimita.arora01@gmail.com

**CAREER OBJECTIVE**

Seeking a progressive organisation which provides a platform to apply my skills, knowledge & constantly upgrade it for better productivity and efficiency at work to help me grow along with the organisation

**WORK EXPERIENCE**

**Indusind bank: Customer Service Manager November’13-April’15**

*Company profile:*

**IndusInd Bank Limited** is a new generation bank, established in 1994. It offers commercial, transactional and electronic banking products and services.

*Responsibilities:*

* Delivering superior client experience in the lobby by rendering exemplary levels of customer service thereby making banking simple and hassle free for the customer.
* Maintaining Relationship with the Customer and managing their Portfolio
* Handling fixed deposits requests and processing the same provided by the customers
* Monitoring large value transactions of the customers.
* Acquisition of CASA Accounts.
* Ensure operations of lockers are as per the mandate given by the bank and rent collected on the due date
* Timely updating of KYC and 15G and 15H forms.
* Backup for operation manager for rechecking the Saving Account forms and timely sending for Account opening.
* Authorized for deliverables in the branch
* Handling CASH opening and closing processes along with ATM management in absence of operations manager

**ICICI Prudential Life Insurance: Associate Financial Service Manager June 2012-August 2013** *Company profile:*

**ICICI Prudential Life Insurance** Company is a joint venture between ICICI Bank - one of India's foremost financial services companies-and prudential plc - a leading international financial services group headquartered in the United Kingdom

*Responsibilities:*

* Substantial support and assisting clients for their investment in different products.
* Handling the process of insurance in the branch.
* Meeting clients and making them understand the product and procedure to Invest in insurance policies.
* Providing solutions to the customers for their queries.
* Achieving branch targets.

**PROJECTS UNDERTAKEN**

* **Summer Internship Project** with **Angel Broking Ltd** in the due course of MMS
* Nature of Job: Trading in Equity and Derivatives
* Dealing with customers & handling their queries.
* **Final year project** with **Credit Rating Agencies** in the due course of MMS

**CORE COMPETENCIES**

* Extremely creative, a Team-member with Leadership & Analytical skills.
* Good Interpersonal skills, Self-confidence, Ability to translate raw & unprocessed data into meaningful presentations.
* Well versed in MS Excel & MS Office

**EDUCATIONAL QUALIFICATION**

|  |  |
| --- | --- |
| **2012** | M.M.S. (Finance) from Mumbai University (SASMIRA Institute) with 66% |
| **2010** | B.Com from Amravati University (L.R.T Commerce College, Akola) with 61% |
| **2007** | HSC from L.R.T Commerce College, Akola with 64% |
| **2005** | SSC from Mount Carmel High School, Akola with 55% |

**CERTIFICATIONS**

* Certification course in IRDA-2013
* Certification course in AMFI-2014
* Indus pro Certification: Getting trained for high quality service & need –base selling

**ACHIEVEMENTS**

* Won Rewards for achieving the highest targets Life Insurance business in Jan-Feb-Mar 2013
* Won awards in Intercollege Events in 2010 and 2012

**EXTRA-CURRICULAR ACTIVITES**

* Coordinator in National Level Finance Paper Presentation held in SASMIRA, 2011
* Active Member of the Finance Club of SASMIRA

**ADDITIONAL DETAILS**

|  |  |  |
| --- | --- | --- |
| **Father name** |  | Manohar C Arora |
| **Date of Birth** | **:** | 1st Feb, 1989 |
| **Marital Status** |  | Single |
| **Residential Address** | **:** | 32, Gandhi nagar, Sindhi camp, Akola- 444004 |
| **Languages known** | **:** | English, Hindi, Sindhi, Marathi |
| **Interests** | **:** | Listening music, Dancing |