# SWAGATIKA SAHOO



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# OBJECTIVES

To perform in a leading banking organisation in a challenging role by utilising my skills, knowledge, experience for bringing growth in myself as well as in the organisation.

# OPERATIONAL EXPERIENCE

ICICI BANK LTD (As a Customer Service Officer)

From May 2012 to till date

TILL 1 YEAR

Solving different types of customer queries as a front desk officer, handling service requests, processing requests of chequebook , ATM etc.

POST 1ST YEAR

I have been working as a demat desk officer. Handling different type of demat related queries. I have also handled asset desk for 3 to 4 months within this period.

# EXPERIERENCE FROM SALES POINT OF VIEW

Achieving targets like new customer acquisition, generating revenue by cross selling. Bringing float in managed customer’s account and new customer’s account. Fulfilling the target by generating leads on regular basis, preparing MIS at month end etc.

# IT SKILLS

Well versed with MS word, excel, power point, Libra office, Libra writer, internet applications etc

# BANKING SOFTWARE

Well versed with Finacle, DP secure, FCRM, ICRM , Finnone.

**PERSONAL STRENGTH**

Having the ability to resolve what may be difficult situation

I am honest and responsible.

Flexibility at work place .

Willingness to learn new things everyday to keep myself up to date .

# QUALIFICATIONS

B TECH

# EXTRA QUALIFICATION

AMFI certified (NISM)

NCFM certified (NSDL)

IRDA certified

Post Graduation Diploma in banking officer from IFBI, BBSR

# PERSONAL PROFILE

DOB: 18TH JULY 1990

Language known: Hindi, English, Odia

Address: LIV-107, 4th phase, Dumduma H.B. Colony, Bhubaneswar-751019, Near Khandagiri , Odisha