**Career Objective:**

To utilize my skills, knowledge and experience in financial sector expected out of a true professional & serve the customers to utmost satisfaction.

**Hobbies:**

Book reading and Keen to learn something new.

**Profile:**

* 3 years of experience as customer service officer in ICICI BANK
* Built so many new customer acquisitions and generated high revenue for the bank by cross selling the third party products.
* Good understanding of banking products
* Possess quality of rapport building
* Ability to work on own initiative and as part of a team
* Good Communication & Interpersonal Skills

**Professional experience**:

**ICICI BANK LTD**

June 2012 to till date

* Managing general banking operations of branch like Funds Transfer, Demand drafts, Pay orders, RTGS, NEFT, Account servicing like nomination & Re-KYC.
* Increased business through networking and building new customer relationships.
* Handled the tasks of generating business for organization for third party products
* Identify sales opportunities for the branch by interacting with mapped customers.
* Maximized customer satisfaction with delighted services rendered.

**ACADEMIC DETAILS:**

|  |  |  |  |
| --- | --- | --- | --- |
| **DEGREE/QUALIFICATION** | **UNIVERSITY OR COLLEGE** | **YEAR** | **CGPA** |
| Post Graduate Diploma In Banking | Institute Of Finance Banking And Insurance (Delhi) | 2011  (MAY-DEC) | 67% |
| B Tech (Biotech) | Amity University (Noida) | 2007-2011 | 6.7 |
| 12th | Saraswati Vidhya Mandir, Agra (CBSE) | 2007 | 72.2% |
| 10th | Saraswati Vidhya Mandir, Agra(CBSE) | 2005 | 72.2% |

**OTHER QUALIFICATION:**

* Undergone in certified course of **Behavioral Science skills**.
* Undergone in certified course of **foreign language (German).**
* Undergone in different certified courses of **Interpersonal skills** and **Communication Skills**.

**STRENGHTS:**

* Positive Attitude
* Hard Working
* Flexible
* Patience
* Good Learner